Element 6:
OVERFLOW EMERGENCY RESPONSE PLAN

The section of the SSMP provides an overview and summary of the District's overflow emergency response plan, documents and procedures for sewer overflows. Complete documentation of overflow emergency response plan and procedures are attached in Appendix B. The OERP was prepared in 2014 by David Patzer, DKF Solutions Group and updated in July 2019 by District Staff. This section fulfills the Overflow Emergency Response Plan requirement of the SWRCB (Element 6) SSMP requirements.

6.1 Regulatory Requirements for Overflow Emergency Response Plan Element

The summarized requirements for the Overflow Emergency Response Plan element of the SSMP are as follows:

WDR Requirement:

The collection system agency shall develop and implement an overflow emergency response plan (OERP) that identifies measures to protect public health and the environment. At a minimum, this plan must include the following:

(a) Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;

(b) A program to ensure appropriate response to all overflows (SSO's);

(c) Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, regional water boards, water suppliers, etc…) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the MRP. All SSOs shall be reported in accordance with this MRP,
he California Water Code, other State Law, and other applicable Regional Water Board WDR or NPDES permit requirements. The SSMP should identify the officials who will receive immediate notification; (Note; the Monitoring and Reporting Program (MRP) regulations were revised on September 9, 2013. Attached below is a link to the CWIQS website: http://www.waterboards.ca.gov/water_issues/programs/ciwqs/

(d) Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Overflow Emergency Response Plan and are appropriately trained;

(e) Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and

(f) A program to ensure that all reasonable steps are taken to contain untreated wastewater and prevent discharge of untreated wastewater to waters of the United States and minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

6.2 Element 6 Attachments

Supporting information for Element 6 is included in Appendix C. This appendix includes the following documents:

Attachment E6-A: District Sanitary Sewer Overflow Emergency Response Plan
Attachment E6-B: Sewer Department Standard Operating Procedures for Sewer Lift Station Failure
Attachment E6-C: Sanitary Sewer Overflow Standard Operating Procedure for Sampling

6.3 Overview of Sanitary Sewer Overflow Response Documents

The District has three separate documents that define procedures or guidelines for responding to sewer overflows or other sewer-related emergencies (e.g., blockages or Sewer Lift Station failures).

The Sanitary Sewer - Overflow Emergency Response Plan (OERP) has been adopted as a general District policy and provides the overarching overflow emergency response procedures from the receipt of a SSO complaint, through response and cleanup, to reporting of the SSO to the appropriate government agencies. This document is relevant to anyone involved in the OERP process, including the person initially receiving information about SSOs, the response field crew and supervisor, the person responsible for submitting SSO reports, and other emergency responders who could potentially be involved in the process (water department).

The Standard Operating Procedures for Sewer Lift Station Failure provide brief instructions on who to contact and how to respond in the case of a failure at the District's lift stations. This document is most relevant to maintenance staff responsible for responding to a Sewer Lift Station failure.

The Overflow Emergency Response Plan and Standard Operating Procedures for Sewer Lift Station Failure are summarized in the following subsections. These two documents are included in Attachment E-6A and E6-B, respectively. These documents provide the procedures and guidelines necessary for fulfilling the SWRCB emergency response plan requirements.

6.4 Summary of Sanitary Sewer Overflow Emergency Response Plan

The District's overflow emergency response plan is divided into seven sections, as follows:

I. Authority
II. General (objectives and organization)
III. Overflow Emergency Response Plan and Procedures
IV. Public Advisory Procedure
V. Regulatory Agency Notification Procedure
VI. Media Notification Procedures
VII. Distribution and Maintenance of SSOOERP

Objectives of the District's Overflow Emergency Response Plan (OERP) are to protect public health and the environment, satisfy regulatory agency requirements, and minimize risk of

enforcement actions against the District. Additional objectives include providing appropriate customer service and protecting District personnel, the collection system and facilities, and private and public property.

Initial Notification and Response

Section 6.6 of the OERP details response procedures from initial notification through field response and internal reporting. Subsections include the following:

A. *Receipt of Information Regarding an SSO:* This subsection provides the contact numbers and chain of communication for receiving SSO reports, including Sewer Lift Station failures. This subsection also details the information that should be obtained regarding SSO's. Refer to Element 2 (Organization) of this SSMP for a flow chart depicting the chain of communication.

B. *Dispatching of Appropriate Crews to the Site(s) of Sanitary Sewer Overflow (SSO):* This subsection details protocols for dispatching the appropriate crews an emergency response equipment and discusses additional communication between the responding crew(s) and supervisors. Guidelines for completing and documenting a preliminary damage assessment are provided, and coordination with any hazardous material response is explained.

C. *Sanitary Sewer Overflow (SSO) Correction, Containment, and Clean-Up:* This subsection describes the responsibilities of the responding crew(s) while on-site. Upon arrival, the crew(s) are responsible for determining the cause of the SSO, assessing the need for additional emergency response equipment or additional staffing assistance and notifying the contact for the Riverside County Department of Environmental Health if private property is affected. Responding crews take immediate steps to stop and mitigate the SSO. This subsection also discusses measures that should be taken for containment, sampling, and site cleanup. Section IV of the plan is referenced for determining whether public advisory notices are to be posted.

   For more detailed information on the actual methods for containing an SSO, removing a blockage, and proper cleaning up on a site, response crews should refer to the Sewer Department's SSO Response Operational Guidelines.

D. *SSO Report:* The Sewer System Supervisor is responsible for submitting an SSO report to the Sewer Operations Manager. This subsection details the information to be included in the SSO report, including indication whether the SSO reached surface waters of the state, start and stop time frame of the SSO, volume of the SSO, and a damage assessment report.

Officials receiving immediate notification of the SSO vary depending on the size of the SSO and whether or not the SSO contains hazardous materials, affects surface waters of the state, or has the potential to impact human health and the environment. Appendix B, Document 1 lists these officials, and the circumstances under which they are immediately notified.

Public Notification

Sections 6.6.1 Public Observation per the OERP discusses circumstances under which the public should be notified of any SSO and establishes responsibilities for posting notices or contacting the media. Potential public notification measures include temporary signage (posted at required intervals) to indicate any polluted surface water or groundwater due to an SSO and notification through media outlets. The Sewer System Supervisor is responsible for determining whether temporary signage and further notifications are necessary. The JCSD Public Information Officer is the contact person for all media notification for the District.

Agency Reporting

Section 6.13 of the Overflow emergency response plan details reporting requirements to the State Office of Emergency Services (OES). Criteria for reporting deadlines are specified per WDR Requirements (revised Monitoring and Reporting Program of the WDR), and the section includes a decision-making flowchart.

Distribution, Updates, and Training

In addition to Sewer Department staff, Section 6.16 of the OERP specifies additional departments and staff that should receive training on the OERP. This includes the JCSD Water Department, Customer Service Department, and Finance Department. This section also provides for annual review and update of the OERP, as well as annual training sessions for all those above mentioned personnel.

Initial and Annual Refresher Training

All District personnel who may have a role in responding to, reporting, and/or mitigating a sewer system overflow (SSO) should receive training on the contents of this OERP. All new employees should receive training before they are placed in a position where they may have to respond. Current employees should receive annual refresher training on this plan and the procedures to be followed.

Affected employees will receive annual training on the following topics by knowledgeable trainers:

- The District's Overflow Emergency Response Plan (OERP)
- SSO Volume Estimation Techniques
- Researching and documenting SSO Start Times
- Impacted Surface Waters: Response Procedures
- SWRCB Employee Knowledge Expectations
- Employee Core Competency Evaluations

The District will verify that annual safety training requirements are current for each employee, and that employees are competent in the performance of all core competencies. This will be verified through electronic testing, interviews and observations. The District will address,

SSO Training Record Keeping

Records are kept on all training that is provided in support of this OERP. The records for all scheduled training courses and for each overflow emergency response plan training event and

will include date, time, length or training, place, content, name of trainer(s), and names of attendees.

Contractors Working On District Sewer Facilities

All contractors working on District sewer facilities will be required to develop a project-specific OERP. All contractor personnel will be required to receive training in the contractor's OERP and to follow that OERP in the event that they cause or observe an SSO. The OERP must be approved by the Sewer Operations Manager or designee prior to training of the contractor's staff or subcontractors. (The training requirements will include the same required data as in 6.16.3 of the OERP)

Sanitary Sewer Overflow Response Operational Guidelines

The SSO Response Operational Guidelines (OERP 6.7) are a collection of flowcharts, forms, and detailed response procedures directed at first responders and response crews. The Guidelines are divided into two main sections. The first section includes procedures and forms for responding to a sewer backup into a home or business, and the second includes procedures and forms for responding to an SSO in a public street. For more information on how SSO's are documented and photographed please refer to the OERP.

Sewer Backup Into a Home or Business

This section includes flow charts to determine the source of the backup, instructions on filling out the appropriate forms, and tips for communicating effectively with homeowners. Forms to be filled out include a first responder form, which describes the location of the backup and provides an initial damage assessment, building history form, and lateral TV report. This section also includes a claim letter and form to provide to the homeowner or property manager.

Sanitary Sewer Overflows

This section includes procedures and instructions for containment, blockage clearing, and area cleanup for an SSO. Guidelines for estimating spill volume, as well as the reporting form to be filled out are also included.

SSO Categories

Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either:

- Reaches surface water and/or drainage channel tributary to a surface water; or
- Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.

Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either:

- Does not reach surface water, a drainage channel, or an MS4, or
- The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.

Category 3: All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition.

Water Quality Monitoring Plan

A Water Quality Monitoring Plan will be implemented immediately upon discovery of any Category 1 SSO of 50,000 gallons or more in order to assess impacts from SSOs to surface waters. The SSO Water Quality Monitoring Program will:

1. Contain protocols for water quality monitoring.
2. Account for spill travel time in the surface water and scenarios where monitoring may not be possible (e.g. safety, access restrictions, etc.)
3. Require water quality analyses for ammonia and bacterial indicators to be performed by an accredited or certified laboratory.
4. Require monitoring instruments and devices used to implement the SSO Water Quality Monitoring Program to be properly maintained and calibrated, including any records to document maintenance and calibration, as necessary, to ensure their continued accuracy.
5. Within 48 hours of the District becoming aware of the SSO, require water quality sampling for ammonia and enterococcus.

SSO Technical Report

The District will submit an SSO Technical Report in the CIWQS Online SSO Database within 45 calendar days of the SSO end date for any SSO in which 50,000 gallons or greater are spilled to surface waters. The Sewer Operations Manager will supervise the preparation of this report. This report, which does not preclude the Water Boards from requiring more detailed analyses if requested, shall include at a minimum, the following:

Causes and Circumstances of the SSO:

- Complete and detailed explanation of how and when the SSO was discovered.
- Diagram showing the SSO failure point, appearance point(s), and final destination(s).
- Detailed description of the methodology employed and available data used to calculate the volume of the SSO and, if applicable, the SSO volume recovered.
- Detailed description of the cause(s) of the SSO.
- Copies of original field crew records used to document the SSO.
- Historical maintenance records for the failure location.

District's Response to SSO:

- Chronological narrative description of all actions taken by the District to terminate the spill.
- Explanation of how the SSMP Overflow Emergency Response Plan was implemented to respond to and mitigate the SSO.

Final corrective action(s) completed and/or planned to be completed, including a schedule for actions not yet completed.

Water Quality Monitoring:

- Description of all water quality sampling activities conducted including analytical results and evaluation of the results.
- Detailed location map illustrating all water quality sampling points.

Attachment E6-A: District Sanitary Sewer Overflow Emergency Response Plan

JURUPA COMMUNITY SERVICES DISTRICT

Overflow Emergency Response Plan

Effective Date:	July 22, 2019
Revised Date:	
Approved by:	Board of Directors
Signature:	/s/ Jane F. Anderson
Date:	Jane F. Anderson, President of the Board of Directors July 22, 2019

Prepared by David Patzer, DKF Solutions Group
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Element 6: Sanitary Sewer Overflow Emergency Response Plan

6.1 Purpose

The purpose of the Overflow Emergency Response Plan (OERP) is to support an orderly and effective response to Sanitary Sewer Overflows (SSOs). The OERP provides guidelines for District personnel to follow in responding to, cleaning up, and reporting SSOs that may occur within the District's service area. This OERP satisfies the SWRCB Statewide General Waste Discharge Requirements, which require wastewater collection agencies to have an Overflow Emergency Response Plan.

6.2 Policy

The District's employees are required to report all wastewater overflows found and to take the appropriate action to secure the wastewater overflow area, properly report to the appropriate regulatory agencies, relieve the cause of the overflow, and ensure that the affected area is cleaned as soon as possible to minimize health hazards to the public and protect the environment. The District's goal is to respond to sewer system overflows as soon as possible following notification. The District will follow reporting procedures in regards to sewer spills as set forth by the Santa Ana Regional Water Quality Control Board (*SARWQCB)* and the California State Water Resources Control Board (*SWRCB)***.**

6.3 Definitions As Used In This OERP

Nuisance - California Water Code section 13050, subdivision (m), defines nuisance as anything that meets all of the following requirements:

a. Is injurious to health, or is indecent or offensive to the senses, or an obstruction to the free use of property, so as to interfere with the comfortable enjoyment of life or property.
b. Affects at the same time an entire community or neighborhood, or any considerable number of persons, although the extent of the annoyance or damage inflicted upon individuals may be unequal.
c. Occurs during, or as a result of, the treatment or disposal of wastes.

Private Lateral Sewage Discharges – Sewage discharges that are caused by blockages or other problems within a privately owned lateral.

Sanitary Sewer Overflow (SSO) - Any overflow, spill, release, discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system. SSOs include:

(i) Overflows or releases of untreated or partially treated wastewater that reach waters of the United States;
(ii) Overflows or releases of untreated or partially treated wastewater that do not reach waters of the United States; and
(iii) Wastewater backups into buildings and on private property that are caused by blockages or flow conditions within the publicly owned portion of a sanitary sewer system.

NOTE: Wastewater backups into buildings caused by a blockage or other malfunction of a building lateral that is privately owned are not SSOs.

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SSO Categories -

Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either:

- Reaches surface water and/or drainage channel tributary to a surface water; or
- Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.

Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either:

- Does not reach surface water, a drainage channel, or an MS4, or
- The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.

Category 3: All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition.

Sanitary sewer system – Any publicly-owned system of pipes, pump stations, sewer lines, or other conveyances, upstream of a wastewater treatment plant headworks used to collect and convey wastewater to the publicly owned treatment facility. Temporary storage and conveyance facilities (such as vaults, temporary piping, construction trenches, wet wells, impoundments, tanks, etc.) are considered to be part of the sanitary sewer system, and discharges into these temporary storage facilities are not considered to be SSOs.

Untreated or partially treated wastewater – Any volume of waste discharged from the sanitary sewer system upstream of a wastewater treatment plant headworks.

6.4 Regulatory Requirements for OERP Element of SSMP

GWDR Requirement

The collection system agency shall develop and implement an overflow emergency response plan that identifies measures to protect public health and the environment. At a minimum, this plan must include the following:

(a) Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;

(b) A program to ensure appropriate response to all overflows;

(c) Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, regional water boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the Monitoring and Reporting Program (MRP). All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board Waste Discharge Requirements or National Pollutant Discharge Elimination System (NPDES) permit requirements. The Sewer System Management Plan should identify the officials who will receive immediate notification;

(d) Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Emergency Response Plan and are appropriately trained;

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(e) Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and
(f) A program to ensure that all reasonable steps are taken to contain untreated wastewater and prevent discharge of untreated wastewater to Waters of the United States and minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

The Sewer System Management Plan and critical supporting documents are available to the public at www.jcsd.us.

6.5 Goals

The District's goals with respect to responding to SSOs are:

- Work safely;
- Respond quickly to minimize the volume of the SSO;
- Eliminate the cause of the SSO;
- Prevent sewage system overflows or leaks from entering the storm drain system or receiving waters to the maximum extent practicable;
- Contain the spilled wastewater to the extent feasible;
- Minimize public contact with the spilled wastewater;
- Mitigate the impact of the SSO;
- Meet the regulatory reporting requirements;
- Evaluate the causes of failure related to certain SSOs; and
- Revise response procedures resulting from the debrief and failure analysis of certain SSOs.

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6.6 SSO Detection

The processes that are employed to notify the District of the occurrence of an SSO include: observation by the public, receipt of an alarm, or observation by District staff during the normal course of their work.

The District operates 13 wastewater lift stations. In the event of any pump station failure, the high level sensor activates the SCADA alarm system and the District is notified. To prevent overflow, wastewater from the wet well can either be pumped into a vacuum truck for disposal to a nearby sanitary sewer manhole, or bypassed around the station into the sanitary sewer system. The Regional Lift Station also has 5MG storage ponds. River Road Lift Station has upstream storage capacity and diversion to the Brine Line capability.

6.6.1 PUBLIC OBSERVATION

Public observation is the most common way that the District is notified of blockages and spills. Contact numbers and information for reporting sewer spills and backups are in the phone book, District bills, and on the District's website: http://www.jcsd.us. The District's telephone number for reporting sewer problems is (951) 685-7434.

Normal Work Hours
When a report of a sewer spill or backup is made during normal work hours, the District Operator receives the call, forwards it to the Operations Assistant. They then forward the service request to the Sewer System Supervisor or Foreman and they will dispatch an available Collections Crew.

After Hours
After hours calls are automatically forwarded to an answering service. The Service contacts the Water Duty Operator who contacts the Sewer Duty Operator.

When calls are received, either during normal work hours or after hours, the individual receiving the call will complete the Customer Complaint Form and collection information including:

- Time and date of call
- Specific location of potential problem
- Nature of call
- In case of SSO, estimated start time of overflow
- Caller's name and telephone number
- Caller's observation (e.g., odor, duration, location on property, known impacts, indication if surface water impacted, appearance at cleanout or manhole)
- Other relevant information

The following is an overview of receiving a sewage overflow or backup report:

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Receive notification of Overflow/ Backup or Unauthorized Discharge

Has the overflow impacted private property?

NO

Collection Crew performs the following:

Follow the instructions on the Sanitary Sewer Overflow Packet:

- Notify Sewer System Supervisor or designee of the incident
- Relieve blockage and clean impacted areas
- Forward the completed Sanitary Sewer Overflow Packet to the Sewer System Supervisor or designee
- Sewer System Supervisor or designee: Perform required regulatory reporting in accordance with the Regulatory Notifications Packet (*inside the Sewer Overflow Packet)*

YES

Is it possible that the overflow/ backup is due to a failure in the District-owned/ maintained sewer lines?

YES

Collections Crew performs the following:

Follow the instructions on the Sanitary Sewer Backup Packet:

- Notify Sewer System Supervisor or designee of the incident
- Relieve blockage and clean impacted areas
- Provide the customer the Customer Service Packet
- Forward the completed Sanitary Sewer Backup Packet to the Sewer System Supervisor or designee
- Sewer System Supervisor or designee:
  - Perform required regulatory reporting in accordance with the Regulatory Notifications Packet *(inside the Sewer Backup Packet)*
  - Notify Accounting Manager of incident

NO

Collections Crew performs the following:

Follow the instructions on the Sanitary Sewer Backup Packet:

If customer is <u>not</u> home:

- Complete Door Hanger and leave on customer's door

If customer is home:

- Explain to customer that the blockage is in their lateral and that the District does not have legal authority to maintain or perform work on privately owned laterals.
- Recommend to customer they hire a contractor to clear their line.
- Give customer the Sewer Spill Reference Guide pamphlet.

Accounting Manager performs the following:

1. Review incident reports, claim form and other incident information and forward, as appropriate, to:
   Travelers
   Latham Street Suite 201
   Riverside, CA 92501
   (951) 788-8500
2. Communicate with claimant as appropriate
3. Communicate with Travelers to adjust and administer the claim to closure

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6.6.2 DISTRICT STAFF OBSERVATION

District staff conducts periodic inspections of its sewer system facilities as part of their routine activities. Any problems noted with the sewer system facilities are reported to appropriate District staff that, in turn, responds to emergency situations. Work orders are issued to correct non-emergency conditions.

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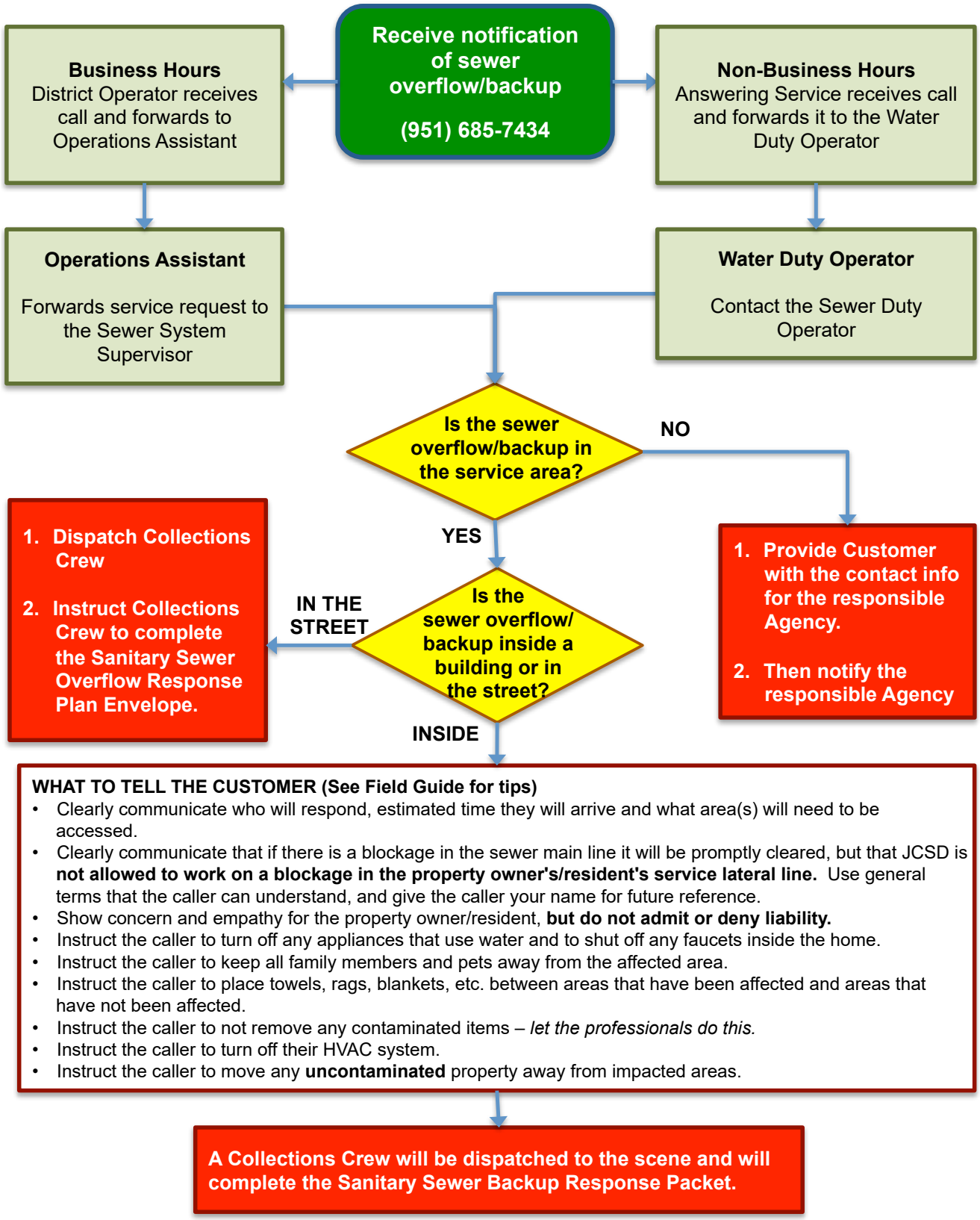
6.7 SSO Response Procedures

6.7.1 Sewer Overflow/Backup Response Summary



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6.7.2 First Responder Priorities

The first responder's priorities are:

- To follow safe work practices.
- To respond promptly with the appropriate and necessary equipment.
- To promptly notify the Sewer System Supervisor in event of any SSO's.
- To contain the spill wherever feasible.
- To initiate the documentation process for the event.
- To restore the flow as soon as practicable.
- To minimize public access to and/or contact with the spilled sewage.
- To return the spilled sewage to the sewer system.
- To restore the area to its original condition (or as close as possible).
- To complete the documentation process for the event, including photographs and videos.

6.7.3 Safety

The first responder is responsible for following safety procedures at all times. Special safety precautions must be observed when performing sewer work. There may be times when District personnel responding to a sewer system event are not familiar with potential safety hazards peculiar to sewer work. In such cases it is appropriate to take the time to discuss safety issues, consider the order of work, and check safety equipment before starting the job.

6.7.4 Initial Response

The first responder must respond to the reporting party/problem site and visually inspect for potential sewer stoppages or overflows.

The first responder should:

- Note arrival time at the site of the overflow/backup.
- Verify the existence of a sewer system spill or backup and take phtographs.
- Determine if the overflow or blockage is from a public or private sewer.
- Identify and assess the affected area and extent of spill.
- Notify the Sewer System Supervisor of all findings. The Sewer System Supervisor will contact the caller if time permits.
- If the spill is large or in a sensitive area, document conditions upon arrival with photographs. Decide whether to proceed with clearing the blockage to restore the flow or to initiate containment measures. The guidance for this decision is:
    - Spills that are self-contained: Proceed with clearing the blockage.
    - Spills where containment is anticipated to be simple: Proceed with the containment measures, then proceed with clearing the line, and/or bypassing measures if the line cannot be opened.
    - Moderate or large spills where containment is anticipated to be difficult: Proceed with clearing the blockage. Call for immediate additional assistance and implement containment measures and/or bypassing measures if the line cannot be opened.

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6.7.5 Restore Flow

Using the appropriate cleaning equipment, set up downstream of the blockage and hydro-clean upstream from a clear manhole. Attempt to remove the blockage from the system and observe the flows (always use a trap) to ensure that the blockage does not recur downstream. If the blockage cannot be cleared within a reasonable time from arrival, or sewer requires construction repairs to restore flow, then initiate containment and/or bypass pumping. If assistance is required, immediately contact other employees, contractors, and equipment suppliers.

6.7.6 Initiate Spill Containment Measures

The first responder should attempt to contain as much of the spilled sewage as possible using the following steps:

- Determine the immediate destination of the overflowing sewage.
- Plug storm drains using plugs, sandbags, and/or plastic (Visqueen Barrier) to contain the spill, whenever appropriate. If spilled sewage has made contact with the storm drainage system, attempt to contain the spilled sewage by plugging downstream storm drainage facilities.
- Contain/direct the spilled sewage using dike/dam or sandbags.
- Pump around the blockage/pipe failure/pump station.

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6.8 Water Quality

6.8.1 Waters of the State

The following Waters of the State are in the Jurupa Community Services District's service area. In the event that these waters are impacted by a sanitary sewer overflow, the District has identified the following response measures, equipment and vendors:

Water Body	Response Measures	Equipment	Vendors
Santa Ana River	• Post signs • Limit access • Notify Agencies	• SSO Signs/Stakes • Barricades/Tape	
Pyrite Creek	• Build • Containment • Post Signs • Limit Access • Notify	• Tractor & Dump Trucks • SSO Signs/Stakes • Barricade/Tape	• IEUA • ERNIE • Godwin • WMWD
Ranch Drain Creek	• Build • Containment • Post Signs • Limit Access • Notify	• Tractor & Dump Trucks • SSO Signs/Stakes • Barricade/Tape	• IEUA • ERNIE • Godwin • WMWD
San Sevaine Channel	• Build • Containment • Post Signs • Limit Access • Notify	• Tractor & Dump Trucks • SSO Signs/Stakes • Barricade/Tape	• IEUA • ERNIE • Godwin • WMWD
Day Creek Channel	• Build • Containment • Post Signs • Limit Access • Notify	• Tractor & Dump Trucks • SSO Signs/Stakes • Barricade/Tape	• IEUA • ERNIE • Godwin • WMWD

6.8.2 Water Quality Sampling and Testing

Water quality sampling and testing is required whenever spilled sewage enters a water body and is performed to determine the extent and impact of the SSO. The water quality sampling procedures are:

- The first responders should call to have samples collected as soon as possible after the discovery and mitigation of the SSO event.
  - During Business Hours: Industrial Waste Inspectors (951) 685-7434
  - After Business Hours: Source Control Supervisor

- The water quality samples should be collected from upstream of the spill, from the spill area, and downstream of the spill in flowing water (e.g. creeks). The water quality samples should be collected near the points of entry of the spilled sewage.

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- The samples shall then be brought to Babcock Laboratories, 6100 Quail Valley Court, Riverside, CA 92507.

6.8.3 Water Quality Monitoring Plan

A Water Quality Monitoring Plan will be implemented immediately upon discovery of any Category 1 SSO of 50,000 gallons or more in order to assess impacts from SSOs to surface waters. The SSO Water Quality Monitoring Program will:

1. Contain protocols for water quality monitoring.
2. Account for spill travel time in the surface water and scenarios where monitoring may not be possible (e.g. safety, access restrictions, etc.)
3. Require water quality analyses for ammonia and bacterial indicators to be performed by an accredited or certified laboratory.
4. Require monitoring instruments and devices used to implement the SSO Water Quality Monitoring Program to be properly maintained and calibrated, including any records to document maintenance and calibration, as necessary, to ensure their continued accuracy.
5. Within 48 hours of the District becoming aware of the SSO, require water quality sampling for ammonia and enterococcus.

6.8.4 SSO Technical Report

The District will submit an SSO Technical Report in the CIWQS Online SSO Database within 45 calendar days of the SSO end date for any SSO in which 50,000 gallons or greater are spilled to surface waters. The Sewer Operations Manager will supervise the preparation of this report. This report, which does not preclude the Water Boards from requiring more detailed analyses if requested, shall include at a minimum, the following:

<u>Causes and Circumstances of the SSO:</u>

- Complete and detailed explanation of how and when the SSO was discovered.
- Diagram showing the SSO failure point, appearance point(s), and final destination(s).
- Detailed description of the methodology employed and available data used to calculate the volume of the SSO and, if applicable, the SSO volume recovered.
- Detailed description of the cause(s) of the SSO.
- Copies of original field crew records used to document the SSO.
- Historical maintenance records for the failure location.

<u>District's Response to SSO:</u>

- Chronological narrative description of all actions taken by the District to terminate the spill.
- Explanation of how the SSMP Overflow Emergency Response Plan was implemented to respond to and mitigate the SSO.

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- Final corrective action(s) completed and/or planned to be completed, including a schedule for actions not yet completed.

Water Quality Monitoring:

- Description of all water quality sampling activities conducted including analytical results and evaluation of the results.
- Detailed location map illustrating all water quality sampling points.

6.9 Recovery and Cleanup

The recovery and cleanup phase immediately begins when the flow has been restored and the spilled sewage has been contained to the extent possible. The SSO recovery and cleanup procedures are:

6.9.1 Estimate the Volume of Spilled Sewage

Use the methods outlined in the Field Guide to estimate the volume of the spilled sewage. Document the estimate using photos of the SSO site before, during and after the recovery operation.

6.9.2 Recovery of Spilled Sewage

Vacuum up and/or pump the spilled sewage and discharge it back into the sanitary sewer system.

6.9.3 Clean-up

Clean up procedures should be implemented to reduce the potential for human health issues and adverse environmental impacts that are associated with an SSO event. The procedures described are for dry weather conditions and should be modified as required for wet weather conditions. Where cleanups are beyond the capabilities of District staff, cleanup contractors will be used and monitored by District staff.

Private Property

District crews are responsible for the cleanup when the property damage is minor in nature and is outside of private building dwellings. In all other cases, affected property owners can call a water damage restoration contractor to complete the cleanup and restoration. If the overflow into property is the definite cause of District system failure, the property owner can call out a water damage restoration contractor to complete the cleanup and restoration. In both cases, District claim forms will be issued if requested by the property owners.

Hard Surface Areas

Collect all signs of sewage solids and sewage-related material with the use of all necessary personal protective equipment and utilizing Vactor trucks or pumper trucks, water hoses, water brooms, wet vacuums on small spills and various hand tools (rakes, brooms, shovels). Always protect your hands and eyes while performing sewage cleanup work. Wash down the affected area with clean water until the water runs clear.

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Take reasonable steps to contain, control and vacuum up the wastewater. Allow area to dry. Repeat the process if additional cleaning is required.

Landscaped and Unimproved Natural Vegetation

Collect all signs of sewage solids and sewage-related material with the use of all necessary personal protective equipment and utilizing Vactor trucks or pumper trucks, water hoses, water brooms, wet vacuums on small spills and various hand tools (rakes, brooms, shovels). Always protect your hands and eyes while performing sewage cleanup work. Wash down the affected area with clean water until the water runs clear. The flushing volume should be approximately three times the estimated volume of the spill. Contain, control and vacuum up the wash water so that none is released. Allow the area to dry. Repeat the process if additional cleaning is required.

Natural Waterways

The Department of Fish and Wildlife will be notified by CalOES as appropriate in the event of:

- Fish kill
- SSO greater than or equal to 1,000 gallons

Fish and Wildlife will provide the professional guidance needed to effectively clean up spills that occur in these sensitive environments. Clean up should proceed quickly in order to minimize negative impact. Sewage causes depletion of dissolved oxygen, which will kill aquatic life. Any water that is used in the cleanup should be de-chlorinated prior to use, and when possible the clean up water will be removed and disposed of within the sanitary sewer system.

Wet Weather Modifications

Omit flushing and sampling during heavy storm events (i.e., sheet of rainwater across paved surfaces) with heavy runoff where flushing is not required and sampling would not provide meaningful results. NOTE: If no flushing and/or sampling is performed due to weather related events, this non-action must be documented and provided to the regulatory agencies requiring this data.

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6.10 Public Notification

Signs will be posted and barricades put in place to keep vehicles and pedestrians away from contact with spilled sewage. County Environmental Health instructions and directions regarding placement and language of public warnings will be followed. Additionally, the Sewer System Supervisor will use his/her best judgment regarding supplemental sign placement in order to protect the public and local environment. Signs will not be removed until directed by County Environmental Health, Sewer System Supervisor, or designee.

Creeks, streams, ponds and rivers that have been contaminated as a result of an SSO will be posted at visible access locations until the risk of contamination has subsided to acceptable background bacteria levels. The warning signs, once posted, will be checked every day to ensure that they are still in place and that the signs are still legible (Inclement weather damage, wind damage, graffiti, etc.) and replaced as necessary. Photographs of each sign placement will be taken and accounted for. The total number of signs will be documented and maintained throughout the SSO event and subsequent posting period.

In the event that an overflow occurs at night, the location should be inspected first thing the following day. The field crew will look for any signs of sewage solids and sewage-related material that may warrant additional cleanup activities, if additional clean up work is deemed necessary, notify the Sewer System Supervisor on the post-event findings and begin the clean up process. The crew will take additional photos before and after the re-cleaning effort.

When contact with the local media is deemed necessary, the Community Affairs Officer will provide the media with all revelvant information.

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6.11 Failure Analysis Investigation

The objective of the failure analysis investigation is to determine the "root cause" of the SSO and to identify corrective action(s) needed that will reduce or eliminate future potential for the SSO to recur.

The investigation should include reviewing all relevant data to determine appropriate corrective action(s) for the line segment. The investigation should include:

- Reviewing and completing the Sewer Overflow Report,
- Reviewing the incident timeline and other documentation regarding the incident,
- Reviewing communications with the reporting party and witness.
- Review volume estimate, volume recovered estimate, volume estimation assumptions and associated drawings,
- Reviewing available photographs and videos,
- Interviewing staff that responded to the spill, as well as contracted assistance
- Reviewing past maintenance records,
- Reviewing past CCTV records,
- Conducting a CCTV inspection to determine the condition of the line segment immediately following the SSO and reviewing the video and logs,
- Reviewing any FOG related information or results

The product of the failure analysis investigation should be the determination of the root cause and the identification of the corrective actions. The Collection System Failure Analysis Form should be used to document the investigation.

6.12 Post SSO Event Debriefing

Every SSO event is an opportunity to evaluate the response and reporting procedures. Each overflow event is unique, with its own elements and challenges including volume, cause, location, terrain, and other parameters.

As soon as possible after a Category 1 and/or Category 2 SSO event, all of the participants, from the person who received the call to the last person to leave the site, should meet to review the procedures used and to discuss what worked and where improvements could be made in responding to and mitigating future SSO events. The results of the debriefing should be recorded and tracked to ensure the action items are prioritized and completed.

6.13 Notification, Reporting, Monitoring and Recordkeeping Requirements

In accordance with the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (SSS WDRs), the Jurupa Community Services District maintains records for each sanitary sewer overflow. Records include:

- Documentation of response steps and/or remedial actions
- Photographic evidence to document the extent of the SSO, field crew response operations, and site conditions after field crew SSO response operations have been completed. The date, time, location, and direction of photographs taken will be documented.
- Documentation on how the estimations on the volume of discharged and/or recovered overflow were calculated

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ELEMENT	REQUIREMENT	METHOD
NOTIFICATION	Within two hours of becoming aware of any Category 1 SSO greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water, the District will notify the California Office of Emergency Services (CalOES) and obtain a notification control number.	Call Cal OES at: **(800) 852-7550**
REPORTING	• Category 1 SSO: The District will submit draft report within three business days of becoming aware of the SSO and certify within 15 calendar days of SSO end date. • Category 2 SSO: The District will submit draft report within 3 business days of becoming aware of the SSO and certify within 15 calendar days of the SSO end date. • Category 3 SSO: The District will submit certified report within 30 calendar days of the end of month in which SSO the occurred. • SSO Technical Report: The District will submit within 45 calendar days after the end date of any Category 1 SSO in which 50,000 gallons or greater are spilled to surface waters. • "No Spill" Certification: The District will certify that no SSOs occurred within 30 calendar days of the end of the month or, if reporting quarterly, the quarter in which no SSOs occurred. • Collection System Questionnaire: The District will update and certify every 12 months	Enter data into the CIWQS Online SSO Database[1] (http://ciwqs.waterboards.ca.gov/), certified by the Legally Responsible Official(s)[2]. All information required by CIWQS will be captured in the Sanitary Sewer Overflow Report. Certified SSO reports may be updated by amending the report or adding an attachment to the SSO report within 120 calendar days after the SSO end date. After 120 days, the State SSO Program Manager must be contacted to request to amend an SSO report along with a justification for why the additional information was not available prior to the end of the 120 days.
WATER QUALITY MONITORING	The District will conduct water quality sampling within 48 hours after initial SSO notification for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters.	Water quality results will be uploaded into CIWQS for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters.
RECORD KEEPING	The District will maintain the following records: • SSO event records. • Records documenting Sanitary Sewer Management Plan (SSMP) implementation and changes/updates to the SSMP. • Records to document Water Quality Monitoring for SSOs of 50,000 gallons or greater spilled to surface waters. • Collection system telemetry records if relied upon to document and/or estimate SSO Volume.	Self-maintained records shall be available during inspections or upon request.

For reporting purposes, if one SSO event of whatever category results in multiple appearance points in a sewer system, a single SSO report is required in CIWQS that includes the GPS coordinates for the location of the SSO appearance point closest to the failure point, blockage or location of the flow condition that cause the SSO, and descriptions of the locations of all other discharge points associated with the single SSO event.

[1] In the event that the CIWQS online SSO database is not available, the Sewer System Supervisor will notify SWRCB by phone and will provide all required information in accordance with the time schedules identified above. In such an event, the District will submit the appropriate reports using the CIWQS online SSO database when the database becomes available. A copy of all documents that certify the submittal in fulfillment of this section shall be retained in the SSO file.

[2] The District always has at least one LRO. Any change in the LRO(s) including deactivation or a change to contact information, will be submitted to the SWRCB within 30 days of the change by calling (866) 792-4977 or emailing help@ciwqs.waterboards.ca.gov.

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6.14 Complaint Records

The District maintains records of all complaints received whether or not they result in sanitary sewer overflows. These complaint records include:

- Date, time, and method of notification
- Date and time the complainant or informant first noticed the SSO
- Narrative description describing the complaint
- A statement from the complainant or informant, if they know, of whether or not the potential SSO may have reached waters of the state
- Name, address, and contact telephone number of the complainant or informant reporting the potential SSO (if not reported anonymously)
- Follow-up return contact information for each complaint received (if not reported anonymously)
- Final resolution of the complaint
- Work Order request information used to document all feasible and remedial actions taken

The District's New World ERP/Cityworks is used to maintain complaint records. The procedure is as follows:

During Business Hours:

1. The Operations Assistant enters the Work Order into the New World/Cityworks or will ask the Customer Service Representative to do so.
2. New World/Cityworks generates a hardcopy Work Order for the Collections Crew to complete.
3. The Collections Crew will route the completed Work Order to their Supervisor and then to the Customer Service Representative
4. The Customer Service Representative closes out the Work Order.

After Business Hours:

1. The Answering Service sends an email to the Customer Service Representative who generates the electronic work order.
2. The On Call Operator completes the Call Out Sheet and this is used to help complete the Work Order in the New World/CItyworks.

All records will be maintained for a minimum of five years whether or not they result in an SSO.

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6.15 Equipment

This section provides a list of specialized equipment that is required to support this Overflow Emergency Response Plan.

- *Closed Circuit Television (CCTV) Inspection Unit:* A CCTV Inspection Unit is required to determine the root cause for all SSOs from gravity sewers and force mains.
- *Camera:* A digital or disposable camera is required to record the conditions upon arrival, during clean up, and upon departure including any follow up activity at the site of the event.
- *Emergency Response Trucks:* A utility body pickup truck, or open bed is required to store and transport the equipment needed to effectively respond to sewer emergencies. The equipment and tools should include containment and clean up materials and traffic control devices.
- *Portable Generators, Portable Pumps, Piping, and Hoses:* Equipment used to bypass pump, divert, or power equipment to mitigate an SSO.
- *Combination/Sewer Cleaning Trucks:* Combination/high-velocity sewer cleaning trucks with vacuum tanks are required to clear blockages in gravity sewers, vacuum spilled sewage, and wash down the impacted area following the SSO event.

The District has the following equipment, which may be necessary in the event of a sanitary sewer overflow or backup:

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\Jurupa Community Services District\Equipment\ATS (8)

Equipment	Year, Make, Model	(No Meter)	Unit #	Serial #	Type	Tag #	Operator
ATS Chandler - GE Zenith	GE Zenith ZTS2L40EX-7	0	ATS Chandler	1324344	Automatic Tran		,
ATS Clay/Van - Eaton	Kohler KCP-AMTC-0225S	0	ATS Clay/Van	SGM32DHD7	Automatic Tran		,
ATS Florine - Eaton	Eaton ATC3C2X30225XKV	0	ATS Florine	065237	Automatic Tran		,
ATS Hamner - ASCO	ASCO C7ATS3150N5	0	ATS Hamner	177899	Automatic Tran		,
ATS Linares	GE Zenith ZTG000A00020E	0	ATS Linares	1673606-1	Automatic Tran		,
ATS Regional 1 - GE Zenith	GE Zenith ZS5DB10041-07E(	0	TS Regional 1	1615877-1	Automatic Tran	Inside buildir	,
ATS Regional 2 - GE Zenith	GE Zenith ZTG000A0004E	0	TS Regional 2	1662054-1	Automatic Tran		,
ATS River Rd. - GE Zenith	GE Zenith ZG5SR1003P-070	0	ATS River Rd.	1472840	Automatic Tran		,

\Jurupa Community Services District\Equipment\Arrow/Message Boards (2)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
E166 - 2016 Wanco WVMBM-3LP	2016 Wanco WVMBM-3LP	0	E166	181818-01-02	Message Boarc	Truck 092	,
E167 - 2016 Wanco WVMBM-3LP	2016 Wanco WVMBM-3LP	0	E167	181818-01-01	Message Boarc	Truck 131	,

\Jurupa Community Services District\Equipment\Compressors (2)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
E1811 - 2018 Ingersoll-Rand 7100E15-V	2018 Ingersoll-Rand 7100E15	0	E1811	CBV597136	120 gallon stati	Regional	,
E932 - 1993 CompAir 68-PUAS-I-SS	1993 CompAir 68-PUAS-I-SS	0	E932	068-000008	Compressor		,

\Jurupa Community Services District\Equipment\Cranes (3)

Equipment	Year, Make, Model	Hours	Unit #	Serial #	Type	Tag #	Operator
E1412 - 2014 Gorbet FS300-18-W16C12	2014 Harrington/Gorbet ER2A	0	E1412	00159165/515279	3 Ton Free star	River RD.	,
E792 - 1979 Yale PC21331 20/7	1979 Yale PC21331 20/7	0	E792	AX22332	4,000LB Crane	Regional	,
E873 - 1987 Auto Crane 3203-prx	1987 Auto Crane 3203-prx	0	E873	320304-034-AT-12-87	3200lb Auto Cr	Truck 022	,

\Jurupa Community Services District\Equipment\Generators (12)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
E002 - 2000 Cummins DGEA-4477650	2000 Cummins DGEA-447765	157	E002	C000078509	Generator	Chandler lift	,
E024 - 2002 Cummins DGDA-5005773	2002 Cummins DGDA-500577	123.8	E024	L010310999	Generator	Hamner lift	,
E053 - 2005 Caterpillar SR4B	2005 Caterpillar SR4B	318	E053	AFH00365	Generator	River Rd.	,

\Jurupa Community Services District\Equipment\Generators (12)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
E1024 - 2010 Caterpillar D100-6	2010 Caterpillar D100-6	120.2	E1024	N3R00911	Stationary Gen	Florine	,
E1332 - 2013 Caterpillar D100-6	2013 Caterpillar D100-6	46.2	E1332	N3R03423	generator 157H	Linares	,
E135 - 2013 Honda EU2000I	2013 Honda EU2000I	0	E135	EAAJ-2610414	Generator 200(	Regional	,
E153 - 2015 Honda EU2000I	2015 Honda EU2000I	0	E153	EACT-1220837	Generator 200(	Regional	,
E1530 - 2015 Kohler 30REOZIC	2015 Kohler 30REOZIC	37.2	E1530	5GM32DJJ	Generator 49H	Clay LS	,
E157 - 2015 Cummins Onan 7HGJAE-21	2015 Cummins Onan 7HGJAE	3,576	E157	D150810978	Generator	Truck#105	,
E163 - 2016 Honda EU3000is	2016 Honda EU3000is	0	E163	EZGF-1645158	Genrator 3000	Confined sp(	,
E781 - 1978 Katolight D400FPZH	1978 Katolight D400FPZH	739.5	E781	78869 S-29107	Generator	Regional	,
E982 - 1998 Caterpillar 3306B	1998 Caterpillar 3306B	293	E982	09NR02746	Generator	Regional	,

\Jurupa Community Services District\Equipment\Ice machine (2)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
E1221 - 2012 Ice-O-Matic ICE0400HA4	2012 Ice-O-Matic ICE0400HA	0	E1221	12111280010229	ice maker (Reg	Regional	,
E1816 - 2018 Best Choice Products SKY	2018 Best Choice Products SI	0	E1816	1712000140	Ice maker	Warehouse	,

\Jurupa Community Services District\Equipment\Misc Equipment (4)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
E1210 - 2012 Plimbers Depot, INC.	2012 Plimbers Depot, INC.	0	E1210		Jetting nozzle t	Warehouse	,
E1334 - 2013 Labconco 4420421	2013 Labconco 4420421	0	E1334	130272048	Dishwasher	Regional	,
E1533 - 2015 Hammerhead 26022	2015 Hammerhead 26022	0	E1533	139911	Pneumatic Pier	Regional	,
E159 - 2015 McBratney Company AB-24	2015 McBratney Company AB	36.9	E159	AB1915000N10615	Blower confine	Riv.Rd.SE61	,

\Jurupa Community Services District\Equipment\Pressure washer (1)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
E1425 - 2014 Troy-Bilt 2800	2014 Troy-Bilt 2800	0	E1425	1402205600681	2800 PSI press	Regional	,

\Jurupa Community Services District\Equipment\Skid Steer and attachments (6)

Equipment	Year, Make, Model	(No Meter)	Unit #	Serial #	Type	Tag #	Operator
E1117 - 2011 CAT BU118	2011 CAT BU118	140	E1117	LXB01025	Sweeper		,
E1118 - 2011 Caterpillar 351-9371	2011 Caterpillar 351-9371	0	E1118	65SSFP011054	48" Fork lift atta	Regional	,
E1212 - 2012 CAT BR172	2012 CAT BR172	0	E1212	TAB02254	Brush cutter	Regional	,
E1213 - 2012 CAT 217-6229	2012 CAT 217-6229	0	E1213	65SSIG001478	78" Grapple bu	Regional	,
E1214 - 2012 CAT 279-5403	2012 CAT 279-5403	0	E1214	65SSMP002115	78" Multipurpos	Regional	,

\Jurupa Community Services District\Equipment\Skid Steer and attachments (6)

Equipment	Year, Make, Model	Hours	Unit #	Serial #	Type	Tag #	Operator
E131 - 2013 CAT 272DXHP	2013 CAT 272DXHP	422.8	E131	SHY00358	Skid Steer	Regional	,

\Jurupa Community Services District\Equipment\Stompers (1)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
E1520 - 2015 Multiquip	2015 Multiquip MVC-88VTHW	5	E1520	T2A7046	Plate Compactc	Regional	,

\Jurupa Community Services District\Equipment\Trailers (3)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
E142 - 2014 Hydro Engineering CMT14-2	2014 Hydro Engineering CMT	0	E142	N/A	Trash pump ho	Regional	,
E1521 - 2015 Carson Trailer RC 162	2015 Carson Trailer RC 162	0	E1521	4HXRC1628GC178440	Confined space	Regional	,
E156 - 2015 Zieman 2324E	2015 Zieman 2324E	0	E156	1ZCT31E21FZ344998	Tilt trailer	Yard	,

\Jurupa Community Services District\Equipment\Trash Pump (4)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
E041 - 2004 Multiquip MQ-41TDH	2004 Multiquip MQ-41TDH	0	E041	41TDH-4366	Trash Pump	Regional	,
E046 - 2004 Godwin Pump CD225M	2004 Godwin Pump CD225M	0	E046	0437622703	8" dry prime pu	Regional	,
E143 - 2014 Godwin Pump CD150M	2014 Godwin Pump CD150M	23.7	E143	14620365-01	Towable 6" Dri-	Regional	,
E1532 - 2015 Godwin Pump GTP-100HX	2015 Godwin Pump GTP-100H	0	E1532	140901168	Wet-Prime Tras	Regional	,

\Jurupa Community Services District\Equipment\Video Truck (8)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
E1014 - 2010 Cues Ultra Shorty	2010 Cues Ultra Shorty	0	E1014	10073001	Variable Weigh	Truck 105	,
E1015 - 2010 Cues Steerable pipe rangei	2010 Cues Steerable pipe ran	0	E1015	10080305	3 Wheeled tran	Truck 105	,
E1016 - 2010 Cues OZII	2010 Cues OZII	0	E1016	10042305	Pan/Tilt zoom c	Truck 105	,
E1017 - 2010 Cues Granite XP	2010 Cues Granite XP	0	E1017	10062202	Wireless GPS r	Truck 105	,
E1018 - 2010 Cues N/A	2010 Cues N/A	0	E1018	10080401	Cable Reel	Truck 105	,
E1019 - 2010 Cues	2010 Cues	0	E1019	10080305	Cable reel conti	Truck 105	,
E1021 - 2010 Western Mule P-5A	2010 Western Mule P-5A	0	E1021	P05260386	Truck mounted	Truck 105	,
E1716 - 2017 Cues OZII	2017 Cues OZII	0	E1716	17091840	Pan/Tilt zoom c	Truck 105	,

\Jurupa Community Services District\Equipment\Welder (2)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
E137 - 2013 Miller Multimatic 200	2013 Miller Multimatic 200	0	E137	MD101069N	120v welder	Regional	,

\Jurupa Community Services District\Equipment\Welder (2)

Equipment	Year, Make, Model	Hours	Unit #	Serial #	Type	Tag #	Operator
E1518 - 2015 Miller Bobcat 250 EFI	2015 Miller Bobcat 250 EFI	0	E1518	MF050147R	Welder	Truck#022	,

\Jurupa Community Services District\Vehicles\Sewer (15)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
022 - 2002 GMC C-6500	2002 GMC C-6500	70,840	022	1GDK7H1C92J505068	Truck	1120970	Ramirez, Alex
041 - 2004 International DT-530	2004 International DT-530	60,067	041	1HTWHADT44J026231	Truck	1181058	,
061 - 2006 Ford f-350 Service body	2006 Ford f-350 Service body	125,352	061	1FDWF36566EB96675	Truck	1241143	,
092 - 2009 International 7400	2009 International Work Star 7	37,796	092	1HTWGAZT29J123124	Jet Truck	1298767	Flores, Juan
093 - 2009 Ford F-250 Service Body	2009 Ford F-250 Service Body	85,895	093	1FDSX20509EB09002	Truck	1333863	Tapia, Luis
103 - 2010 Dodge Dakota	2010 Dodge Dakota	47,581	103	1D7RE3BP6AS151909	Truck	1306124	Payfer, Jim
105 - 2010 Ford E-450	2010 Ford E-450	48,252	105	1FDXE4FS9ADA10452	Video box truck	1302309	Soria, Rudy
114 - 2011 Ford F-250 Service Body	2011 Ford F-250 Service Body	112,490	114	1FCBF2A67BEA37442	Truck	1302331	Medina, Fidel
131 - 2013 Mack GU 713	2013 Mack GU 713	26,702	131	1M2AX09C2DM016899	Truck	1402347	Guy, Josh
142 - 2014 Ford F-150	2014 Ford F-150	37,807	142	1FTEX1CM6EKG35371	Truck	1404906	Call truck, Call truck
161 - 2016 Chevy Equinox	2016 Chevy Equinox	29,049	161	3GNFLEEK4G6194968	SUV	1404937	DuCasse, Dan
176 - 2017 Ram 4500	2017 Ram 4500	555	176	3C7WRKFJ1HG711003	Truck dually co		,
181 - 2018 Ram 3500	2018 Ram 3500	9	181	3C7WRSBJ7JG236856	Truck dually w/		,
184 - 2018 Chevy Colorado Extra Cab	2018 Chevy Colorado Extra C	4,914	184	1GCHSBEA7J1215199	Truck	1438725	Hench, Russell
185 - 2018 Ford F-650	2018 Ford F-650	0	185	1FDNX6EE4JDF04159	Truck W/utility		,

\Jurupa Community Services District\Vehicles\Water quality/ industrial waste (3)

Equipment	Year, Make, Model	Mileage	Unit #	Serial #	Type	Tag #	Operator
071 - 2007 Ford F-150	2007 Ford F-150	85,441	071	1FTRF12WX7KC19981	Truck	1263477	Johnson, Matt
0813 - 2008 Ford Ranger	2008 Ford Ranger	59,577	0813	1FTYR10U68PA52172	Truck	1302332	Vasquez, Alfredo
115 - 2011 Chevy Express 1500	2011 Chevy Express 1500	71,353	115	1GCSGAF48B1172598	Van	1344124	McCall, Quincy

Total equipment listed = 76

6.16 SSO Response Training

This section provides information on the training that is required to support this Overflow Emergency Response Plan.

6.16.1 Initial and Annual Refresher Training

All District personnel who may have a role in responding to, reporting, and/or mitigating a sewer system overflow should receive training on the contents of this OERP. All new employees should receive training before they are placed in a position where they may have to respond. Current employees should receive annual refresher training on this plan and the procedures to be followed.

Affected employees will receive annual training on the following topics by knowledgeable trainers:

- The District's Overflow Emergency Response Plan (OERP)
- SSO Volume Estimation Techniques
- Researching and documenting SSO Start Times
- Impacted Surface Waters: Response Procedures
- SWRCB Employee Knowledge Expectations
- Employee Core Competency Evaluations

The District will verify that annual safety training requirements are current for each employee, and that employees are competent in the performance of all core competencies. This will be verified through electronic testing, interviews and observations. The District will address, through additional training/instruction, any identified gaps in required core competencies.

Through SWRCB Employee Knowledge Expectations training the employee should be able to answer the following:

- Please briefly describe your name and job title.
- Please describe for us approximately when you started in this field and how long you have worked for your agency.
- Please expand on your current position duties and role in responding in the field to any SSO complaints.
- Please describe your SOPs used to respond/mitigate SSOs when they occur.
- Describe any training your agency provides or sends you to for conducting spill volume estimates.
- We are interested in learning more about how your historical SSO response activities have worked in the field. We understand from discussions with management earlier that you use the OERP from the SSMP. Please elaborate on how you implement and utilize the procedures in the plan.

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- Historically, before any recent changes, can you please walk us through how you would typically receive and respond to any SSO complaints in the field?
- Can you tell us who is responsible for estimating SSO volumes discharged? If it is you, please describe how you go about estimating the SSO volume that you record on the work order/service request forms?
- What other information do you collect or record other than what is written on the work order form?
- Describe if and when you ever talk with people that call in SSOs (either onsite or via telephone) to further check out when the SSO might have occurred based on what they or others know? If you do this, can you tell us where this information is recorded?
- We understand you may be instructed to take pictures of some sewer spills/backups into structures. Other than these SSOs, when else would you typically take any pictures of an SSO?
- Please walk us through anything else you'd like to add to help us better understand how your field crews respond and mitigate SSO complaints.

6.16.2 SSO Response Drills

Periodic training drills should be held to ensure that employees are up to date on these procedures, equipment is in working order, and the required materials are readily available. The training drills will cover scenarios typically observed during sewer related emergencies (e.g. mainline blockage, mainline failure, force main failure, pump station failure, and lateral blockage). The results and the observations during the drills will be recorded and action items should be tracked to ensure completion.

6.16.3 SSO Training Record Keeping

Records should be kept of all training that is provided in support of this plan. The records for all scheduled training courses and for each overflow emergency response training event and will include date, time, length or training, place, content, name of trainer(s), and names of attendees.

6.17 Authority

- Health & Safety Code Sections 5410-5416
- CA Water Code Section 13271
- Fish & Wildlife Code Sections 5650-5656
- State Water Resources Control Board Order No. 2006-0003-DWQ

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Jurupa Community Services District

SEWER DEPARTMENT
Customer Incident Report Form

Customer Information

Name: _____

Agency: _____

Address: _____

Problem Location: _____

Cross Street: _____
(CIRCLE) *Eastvale or Jurupa*

Phone/cell: _____

Phone (Office): _____ *ext:* _____

Thomas Guide Page: _____

Brief description of the incident/emergency:
_____
_____
_____
_____

Ask what Time the caller observed and/or noticed the Incident/Emergency? TIME: _____:_____AM/PM
SSO Confirmed YES / NO (CIRCLE)

Return Call on the Final Deposition of Incident
TIME: _____:_____AM/PM

DATE: _____/_____/_____

By whom: _____

Name of contact: _____

WORK ORDER#_____

DATE: _____/_____/_____

TIME: _____:_____ AM/PM

- ☑ the appropriate Box
- ☐ SEWER TROUBLE
- ☐ SEWER BACKING
- ☐ SEWER LEAK
- ☐ HOUSE/BUILDING FLOODING
- ☐ LOCATE SEWER LATERAL
- ☐ BAD ODOR
- ☐ ROACHES/VERMIN
- ☐ M/H COVER OFF/LOOSE/NOISY
- ☐ **SSO**
- ☐ VANDALISM
- ☐ SEWER LIFT STATION ISSUE
- ☐ OTHER_____

EMPLOYEE ASSIGNED:_____
DATE: _____/_____/_____
ARRIVAL TIME: _____:_____ AM/PM

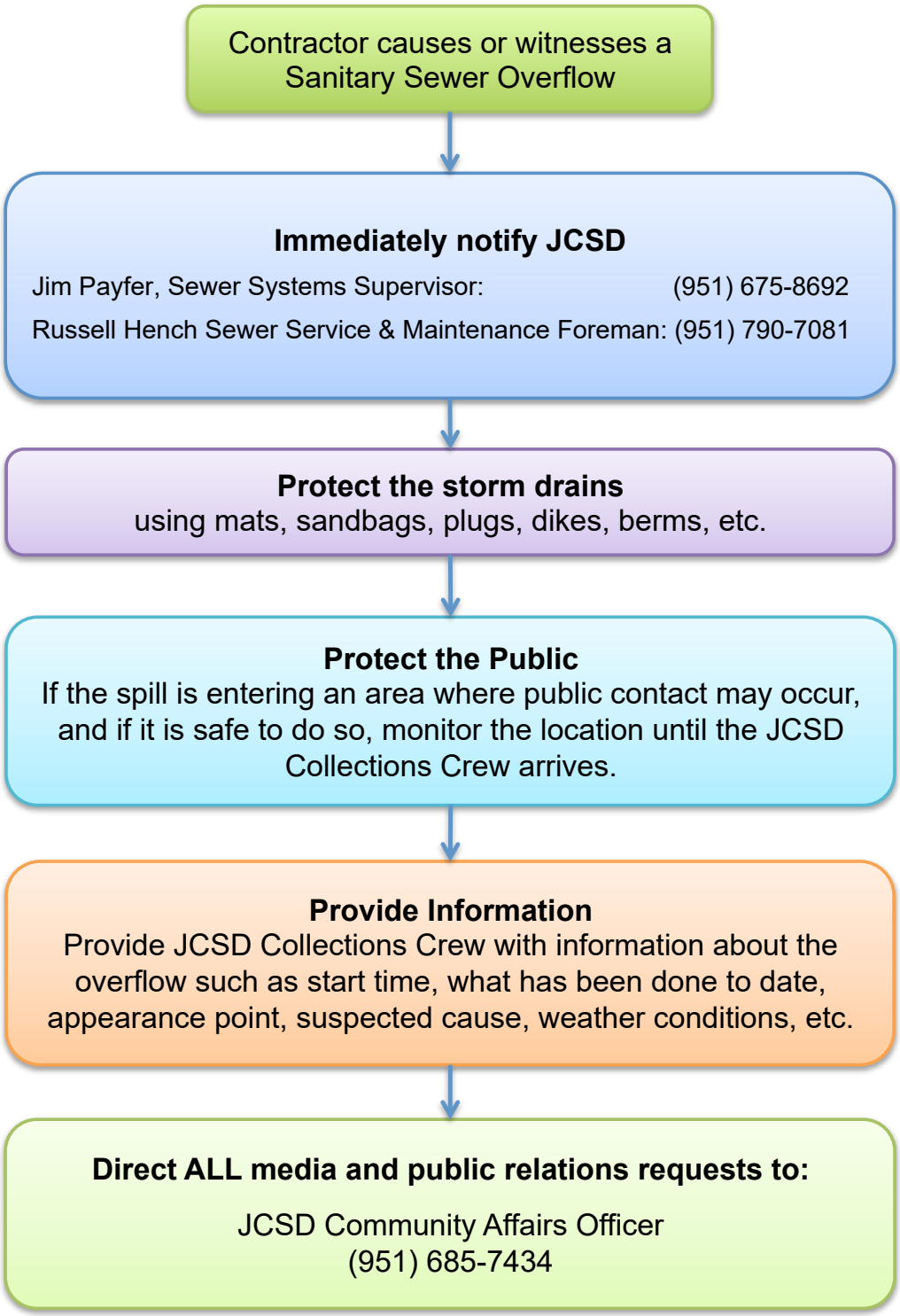
On site: Observations /Work performed:

Remarks:
_____
_____
_____
_____
_____
_____
_____
_____
_____

(Use reverse side of WO)

Contractor Orientation

The following procedures are to be followed in the event that you cause or witness a Sanitary Sewer Overflow.



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Sanitary Sewer Overflows

How to avoid them and what to do if you don't

What? A sanitary sewer overflow (SSO) is a discharge of untreated human and industrial waste before it reaches the wastewater treatment facility.

Where? SSOs usually occur through manholes, plumbing fixtures and service cleanouts.

Why? SSOs are usually caused by grease, debris, root balls, or personal hygiene products blocking the sewer lines, unusually high flow volume, or insufficient bypass pumping equipment.

If you cause or witness an SSO, immediately contact:

Jurupa Community Services District

(951) 685-7434

How to prevent SSOs:

…when clearing plugged sewer laterals:

- Remove root balls, grease blockages and any other debris from the sewer
- If you can't prevent root balls, grease or debris from entering the sewer main, call us at (951) 685-7434, so we can work with you to remove the blockage and prevent blockages further downstream
- Use plenty of water to flush lines.

…when constructing or repairing sewer laterals:

- Contact Development Engineering at (951) 685-7434 for a permit and lateral specifications.
- Check your work area. Make sure there is no debris left in the sewer line before you backfill.
- Avoid offset joints, which may make sewer lines vulnerable to root intrusion and grease or debris accumulation. Properly bed your joints and don't hammer tap.

Jurupa Community Services District 11201 Harrel Street, Jurupa Valley, CA 91752 www.jcsd.us

Sanitary Sewer Overflows

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…when clearing plugged sewer laterals:

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- Use plenty of water to flush lines.

…when constructing or repairing sewer laterals:

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- Check your work area. Make sure there is no debris left in the sewer line before you backfill.
- Avoid offset joints, which may make sewer lines vulnerable to root intrusion and grease or debris accumulation. Properly bed your joints and don't hammer tap.

Jurupa Community Services District 11201 Harrel Street, Jurupa Valley, CA 91752 www.jcsd.us

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- Use plenty of water to flush lines.

…when constructing or repairing sewer laterals:

- Contact Development Engineering at (951) 685-7434 for a permit and lateral specifications.
- Check your work area. Make sure there is no debris left in the sewer line before you backfill.
- Avoid offset joints, which may make sewer lines vulnerable to root intrusion and grease or debris accumulation. Properly bed your joints and don't hammer tap.

If you cause or witness an SSO, immediately contact:

Jurupa Community Services District

(951) 685-7434

Jurupa Community Services District

11201 Harrel Street

Jurupa Valley, CA 91752

www.jcsd.us

Extreme Weather/Natural Disaster Planning: HIGH PRIORITY ASSETS

The following assets need to be monitored and inspected prior to, during, and following an extreme weather event or natural disaster:

Critical Asset	Location	Access issues	Description of what to monitor and inspect	Inspection following event/ disaster
Regional Lift Station	10124 Limonite Avenue Jurupa Valley, CA 91752	Access from West	• High Flows • River Damage • Pond holding capacity	• River Berm • Ponds • Pumps & Grinders
River Road Lift Station	14688 River Road	N/A	• High Flows • Pump Operation	• Pumps • Grinder
Regional Lift Station Force Main	• General drive to Riverside Plant • River Crossings, Low areas	Walk, use Crest Street	Exposed or damaged pipe	• Pipes • Manholes
All Lift Stations	Various	N/A	Damage	Facility

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Contact Information

The following vendors provide services related to overflow emergency response.

Vendor	Service	Telephone
Godwin Pumps	Equipment Rental	(951) 681-3636
Rain for Rent	Equipment Rental	(951) 653-2171
Jericho Systems	Environmental Consulting	(909) 915-5900
Tom Dodson and Associates	Environmental Consulting	(909) 882-3612

The District has Mutual Aid Agreements with the following:

Agency/Network	Contact/Telephone
ERNIE: Emergency Response Network of the Inland Empire	Cecilia Contreras (909) 885-4900
IEUA: Inland Empire Utilities Agency and the Regional Contracting Agencies	(909) 993-1935

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REGULATORY NOTIFICATIONS PACKET

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Instructions:

1. Receive call from on-site Collections Crew reporting a Sanitary Sewer Overflow.
2. Open this packet.
3. Refer to the Regulatory Reporting Guide for instructions.
4. Use the SSO Reporting Checklist (RN-2) for the appropriate category of spill to document that all notifications are made according to the reporting schedule.

Contents:

Print on 6”x9” envelope

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Reporting Instructions

Deadline	See reverse side for contact information and definitions of the categories of spills of untreated or partially treated wastewater from publically owned sanitary sewer system			Spill from Private Lateral
	Category 1	**Category 2**	**Category 3**	
2 hours after awareness of SSO	• If SSO is greater than or equal to 1,000 gallons, call CalOES at (800) 852-7550. • Notify the Santa Ana Regional Water Quality Control Board • Notify Riverside County Environmental Health • Make Additional Notifications as necessary (see RN-1c)	• Notify Riverside County Environmental Health • Make Additional Notifications as necessary (see RN-1c)	• Notify Riverside County Environmental Health • Make Additional Notifications as necessary (see RN-1c)	-
48 Hours after awareness of SSO	If 50,000 gal or more were not recovered, begin water quality sampling and initiate impact assessment	-	-	-
3 Days after awareness of SSO	Submit Draft Spill Report in the CIWQS* database	Submit Draft Spill Report in the CIWQS* database	-	-
15 Days after response conclusion	Certify Spill Report in CIWQS*. Update as needed until 120 days after SSO end time	Certify Spill Report in the CIWQS* database. Update as needed until 120 days after SSO end time	-	-
30 Days after end of calendar month in which SSO occurred	-	-	Certify Spill Report in the CIWQS* database. Update as needed until 120 days after SSO end time	-
45 days after SSO end time	If 50,000 gal or more were not recovered, submit SSO Technical Report using CIWQS*	-	-	-

* In the event that the CIWQS online SSO database is not available, notify the State Water Resources Control Board (SWRCB) by phone or email and provide required information until the CIWQS online SSO database becomes available. See contact information on Side B.

Note: For reporting purposes, if one SSO event results in multiple appearance points, complete one SSO report in the CIWQS SSO Online Database, and report the location of the SSO failure point, blockage or location of the flow condition that caused the SSO, in the CIWQS SSO Online Database, including all the discharge points associated with the SSO event.

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Contact Information

Contact	Telephone/Fax/Email
California Governor's Office of Emergency Services	(800) 852-7550 (916) 845-8911
Riverside County Department of Environmental Health	(951) 358-5316
Santa Ana Regional Water Quality Control Board, Najah Amin	(951) 782-4130
State Water Resources Control Board (SWRCB):	
Armando Martinez, Water Resources Control Engineer	(916) 341-5586 Armando.Martinez@waterboards.ca.gov

Additional Notifications

- Refer to the Emergency Notifications Sheet for additional contact information.

Authorized Personnel

The following District personnel are authorized to perform regulatory reporting:

Name	Job Title	Telephone	✔ If LRO*
Dan DuCasse	Sewer Operations Manager	(951) 685-7434	✔
Jim Payfer	Sewer Systems Supervisor	(951) 685-7434	✔

*The District's Legally Responsible Official (LRO) is authorized to electronically sign and certify SSO reports in CIWQS

Definitions of Spill Categories

The response crew will complete the SSO Report form in the SSO Packet to document how category was determined.

Category	Definition
Category 1:	Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either: • Reaches surface water and/or drainage channel tributary to a surface water; or • Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.
Category 2:	Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either: • Does not reach surface water, a drainage channel, or an MS4, or • The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.
Category 3:	All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition

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DATE OF EVENT/_____/_____
TYPE OF EVENT_____

EMERGENCY NOTIFICATION SHEET

Report Number (If applicable)_____
Name of person contacting listed agency(s)_____

(Mandatory Reporting Agencies within two hours of becoming aware of incident, or as soon as possible)

AGENCY(S)	PHONE # OR EMAIL	REASON	DATE NOTIFIED	TIME NOTIFIED	CONTACT PERSON/ MESSAGE LEFT
Riverside Co. Dept. of Environmental Health (HAZMAT) - Heidi Barrios, Inspector State Warning Center	(951) 358-5055 Emer. (951) 782-2968 Cell (951) 840-8889	SSO, Chemical Spill, Any spill			
California Emergency Management Agency [Cal EMA]/Office of Emergency Services (OES)	(800) 852-7550 (916) 845-8911	SSO, Chemical Spill, Any spill			
Santa Ana Regional Water Quality Control Board - Najah N. Amin, Chuck Griffin	(951) 782-4130 Cell (951) 906-1897 or (951) 320-6362 Office: (951) 782-4996 region8info@waterboards.ca.gov	Anything into the river or storm drain			
California Department of Fish and Wildlife – Inland Deserts Region 6	(909) 484-0167	Anything into the river or storm drain			
National Response Center	(800) 424-8802	SSO, Chemical Spill, Any spill			
CUPA – Riverside County Hazardous Materials Management Specialist – Gino Monterroso	(951) 273-9143	SSO, Chemical Spill, Any spill			
CHEMTREC	(800) 424-9300	SSO, Chemical Spill, Any spill			
California Department of Public Health - Mr. Steve Williams	(619) 525- 4580 Cell (619) 865-3278	Water Emergency			
Riverside Fire Department Local Fire Department 911	(951) 826-5737	SSO, Chemical Spill, Any spill			
City of Eastvale - Joe Indrawan	(951) 361-0900 Ext.1502 Cell (909) 618-7384				
City of Jurupa Valley City Inspector - Michael Waltz	(951) 332-6464 Cell (951) 746-0989				
US Healthworks	(909) 923-4080	Injury/Illness			

Report to District staff as soon as possible for support and information.

DISTRICT STAFF	PHONE # OR EMAIL	DATE NOTIFIED	TIME NOTIFIED	CONTACT PERSON/ MESSAGE LEFT
Moustafa Aly – Water Ops & Facilities Manager	Cell: (909) 532-0467 maly@jcsd.us			
Dan DuCasse - Sewer Operations Manager	Cell: (951) 660-6973 dducasse@jcsd.us			
Jaime Godoy - Facilities & Fleet Supervisor	Cell: (909) 702-5518 jgodoy@jcsd.us			
Julie Saba - Executive Assistant	(951) 685-7434 Ex. 528 jsaba@jcsd.us			
Optional Managers/Supervisors to Contact, if needed				
Bryan Smith – Water Systems Supervisor	Cell: (951)453-2473 bsmith@jcsd.us			
David Irish - Water Distribution Supervisor	Cell: (951) 830-1527 dirish@jcsd.us			
Jim Payfer – Collections/Sewer Supervisor	Cell: (951) 675-8692 jpayfer@jcsd.us			
Aaron Anderson – Water Treatment Plant Super.	Cell (909) 730-6879 barmel@jcsd.us			
Marce Billings - Source Control Supervisor	Cell: (760) 265-3670 mbillings@jcsd.us			
Dave Smith – Safety & Emergency Resp. Officer	Cell: (951) 505-7465 dsmith@jcsd.us			

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DATE OF EVENT/_____/_____
TYPE OF EVENT_____

Anthony Marricco - Water Distribution Foreman	Cell: (951) 522-6050 amarricco@jcsd.us			
Brandon Thomas - Water Production Foreman	Cell:(714)588-0553 bthomas@jcsd.us			
Russell Hench - Collections/Sewer Foreman	Cell: (951) 790-7081 rhench@jcsd.us			
DUTY OPERATORS	CELL PAGER			
Water Distribution	(951) 830-1423 (951) 504-0218			
Water Treatment	(951) 830-0282 (951) 504-0205 - IXP (951) 538-0522 - CII			
Water Production	(951) 830-1426 (951) 504-0220			
Collections/Sewer	(951) 830-3533 (951) 504-0221			

BOARD OF DIRECTORS	PHONE # OR EMAIL	DATE NOTIFIED	TIME NOTIFIED	CONTACT PERSON/ MESSAGE LEFT
Jane Anderson – President	janderson@jcsd.us			
Betty A. Anderson – Vice President	banderson@jcsd.us			
Richard "Dickie" Simmons - Director	rsimmond@jcsd.us			
Kenneth McLaughlin – Director	kmclaughlin@jcsd.us			
Betty Folsom - Director	bfolsom@jcsd.us			

(Additional Regulatory Agencies to Contact (Situational)

AGENCY(S)	PHONE # OR EMAIL	DATE NOTIFIED	TIME NOTIFIED	CONTACT PERSON/ MESSAGE LEFT
SAWPA (SARI Line issues)	(951) 354-4220 24 Hr. (951) 324-8680			
National Response Center (Chemical Spills)	(800) 424-8802			
City of Corona Fire Department (Fire, injury, accident)	(951) 736-2220			
Riverside County Flood (if chemicals or other sources entering Storm Drain)	(951) 955-1230			

(Additional Agencies to Contact for Assistance)

ERNIE/Cal WARN – Dave Smith	(951) 505-7465 (951) 674-3860			
Western Municipal Water District (WMWD)	(951) 789-5100 24 Hr (951) 789-5109			
City of Riverside 311 Call Center	(951) 826-5311			
City of Ontario	(909) 395-2000			
Rubidoux Community Services District	(951) 684-7580 (951) 684-7321			
City of Corona - Department of Water & Power	(951) 736-2321 Emer. (951) 736-2234			
Cucamonga Valley Water District	(909) 987-2591			
Eastern Municipal Water District (EMWD)	(951) 928-3777			
City of Norco	(951) 270-5607			
UTILITIES				
Southern California Edison	(800) 655-4555			
Southern California Gas Company	(800) 427-2200			
Verizon	(800) 922-0204			
AT&T	(888) 288-2020			
Sprint	(888) 211-4727			

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DATE OF EVENT/_____/_____
TYPE OF EVENT_____

CONTRACTORS/MISCELLANEOUS	PHONE			
Baumans Towing Service	(951) 683-8060			
Bernell Hydraulics	(951) 361-2324 (951) 830-4205			
Brithinee Electric	(909) 825-7971 (909) 825-7972			
CP Construction – Mike Pfister	(909) 981-1091 Cell (909) 266-6595			
CUPA – Riverside County Hazardous Materials Management Specialist – Gino Monterroso	(951) 273-9143			
Downing Construction – Randy Downing	(909) 797-7444 Cell (951) 543-5855			
Godwin Pumps- Jim Rufing	(951) 681-3636 Cell (951) 562-4738			
Double Barrel - Hazardous Materials Cleanup	(951) 683-6994 Cell (951) 956-1277			
Inland Water Works (supply co.)	(909) 883-8941 Jeff (909) 965-2575-Cell Mike (909) 708-9673-Cell			
Indian Hills Golf Course Maintenance	(951) 360-2093			
Merlin Johnson Construction (Jake Johnson)	(909) 794-7702			
Rain for Rent	(909) 653-2171			
SERVPRO (Restoration)	24 Hr. (951) 351-8033			
Skunky Pumpers- Neal	(951) 830-8795 Cell (951) 780-2255			
So Co Group (Fuel)	(951) 657-2350 Brenda (619) 427-8529			
Southland Pipe – Chris Cartwright	(909) 349-7253			
Superior Restoration	24 Hr. (951) 221-4695			
Total Transportation Logistics (storage & transportation) includes Hazmat Material)- Tim Mejia	(951) 360-9521			
TK Construction (David King)	(909) 473-8739			
Trench Shoring	(800) 457-4646			
United Rentals- Dave Marcoto	(951) 830-5574			
United Site Services (toilets)	(888) 780-5252			
WEKA, Inc. (Mark Sisemore)	(909)425-8700			
RADIO STATIONS				
KCAL 1410 AM (Spanish)- Jose Diaz	(909)384-9750			
KCAL 96.7 FM (English)- Danny Galante	(909)793-3554			

Notes:

_____

_____

_____

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Use this Checklist for Category 1 SSOs only

STEP 1: Receive call from crew.

STEP 2: 2-hour Notification

- ☐ If SSO is greater than or equal to 1,000 gallons, notify CalOES within 2 hours of the time the agency was notified of the spill: (800) 852-7550
  - Date Called: _____
  - Time called: _____ : _____ ☐AM ☐PM
  - CalOES Control number: _____
- ☐ Notify Riverside County Department of Environmental Health
- ☐ Notify Najah Amin at the Santa Ana Regional Water Quality Control Board
- ☐ Refer to the Emergency Notification Sheet (RN-1c) and make any additional notifications.

STEP 4: Within 48-Hours after awareness of SSO

- ☐ Only if 50,000 gallons or more was not recovered, implement Water Quality Monitoring Plan.

STEP 5: Within 3 Days after awareness of SSO

- ☐ Submit a Draft Spill Report using the CIWQS online reporting database.

STEP 6: Within 15 Days after response conclusion

- ☐ Certify the Spill Report using the CIWQS online reporting database. Updates to the Spill Report may be made for up to 120 days following the conclusion of the SSO Response.

STEP 7: Within 45 Days after SSO end time

- ☐ Within 45 days after the conclusion of the SSO Response, submit an SSO Technical Report using the CIWQS online reporting database only if 50,000 gallons or more was spilled to surface waters.

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Use this Checklist for Category 2 and 3 SSOs only

STEP 1: Receive call from crew.

STEP 2: Make notifications

- ☐ Notify Riverside County Department of Environmental Health
- ☐ Notify Najah Amin at the Santa Ana Regional Water Quality Control Board
- ☐ Refer to the Emergency Notification Sheet (RN-1c) and make any additional notifications.

STEP 3: Submit Draft Spill Report (Category 2 only)

- ☐ Submit a Draft Spill Report using the CIWQS online reporting database within 3 days after awareness of Category 2 SSO.

STEP 4: Certify Spill Report

- ☐ Certify the Spill Report using the CIWQS online reporting database:
  - Category 2 SSO: Within 15 days after the conclusion of the response
  - Category 3 SSO: Within 30 days after the end of the calendar month in which the SSO occurred

- ☐ Updates to the Spill Report may be made for up to 120 days following the conclusion of the SSO Response.

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BACKUP PACKET

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For pre-assembled packets contact DKF Solutions Group at 707.373.9709 or losscontrol@sbcglobal.net

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In the event of a **Sewer Backup** into a home/business
READ THIS FIRST

Notifications Trigger:	Contact Immediately:	Telephone:
For all backups into/onto private property possibly due to problems in the public sewer	Sewer System Supervisor	(951) 685-7434
For restoration/remediation	Wizard Restorations	(877) 379- 6889
	Chino Water Damage	(909) 703-3595
For any media requests	Community Affairs Officer	(951) 685-7434

Maintenance Crew:

- ❑ Open this envelope.
- ❑ Follow instructions on BP-1 Backup Response Flowchart
- ❑ If Category 1 SSO greater than or equal to 1,000 gallons, contact the Sewer Operations Manager and Sewer System Supervisor to notify CalOES.
- ❑ If the backup appears to be due to a failure in the District-owned sewer line and the customer is home, give them the Customer Service Packet and have them initial this envelope below:
  Customer acknowledges receipt of Customer Service Packet: _____
  If customer is not home, complete door hanger and hang it on the customer's door or doors (there may be multiple entrances).
- ❑ Complete the Chain of Custody record (right) and forward this packet to the Sewer System Supervisor.

Print Name: _____

Initial: _____

Date: _____

Time: _____

Sewer System Supervisor:

- ❑ Open this envelope. Review forms.
- ❑ Open the Regulatory Notifications Packet and make required notifications.
- ❑ Complete the Claims Submittal Checklist (enclosed). Copy all items on the Claims Submittal Checklist for internal archiving purposes.
- ❑ Complete the Chain of Custody record (right) and forward the originals to the Sewer Operation Manager.
- ❑ Debrief using the Collection System Failure Analysis form.

Print Name: _____

Initial: _____

Date: _____

Time: _____

Sewer Operation Manager

- ❑ Review all reports and data.
- ❑ Complete the Chain of Custody record (right) and forward this packet to the Accounting Manager.

Print Name: _____

Initial: _____

Date: _____ Time: _____

Accounting Manager

- ❑ Refer to the Claims Handling Procedure Summary

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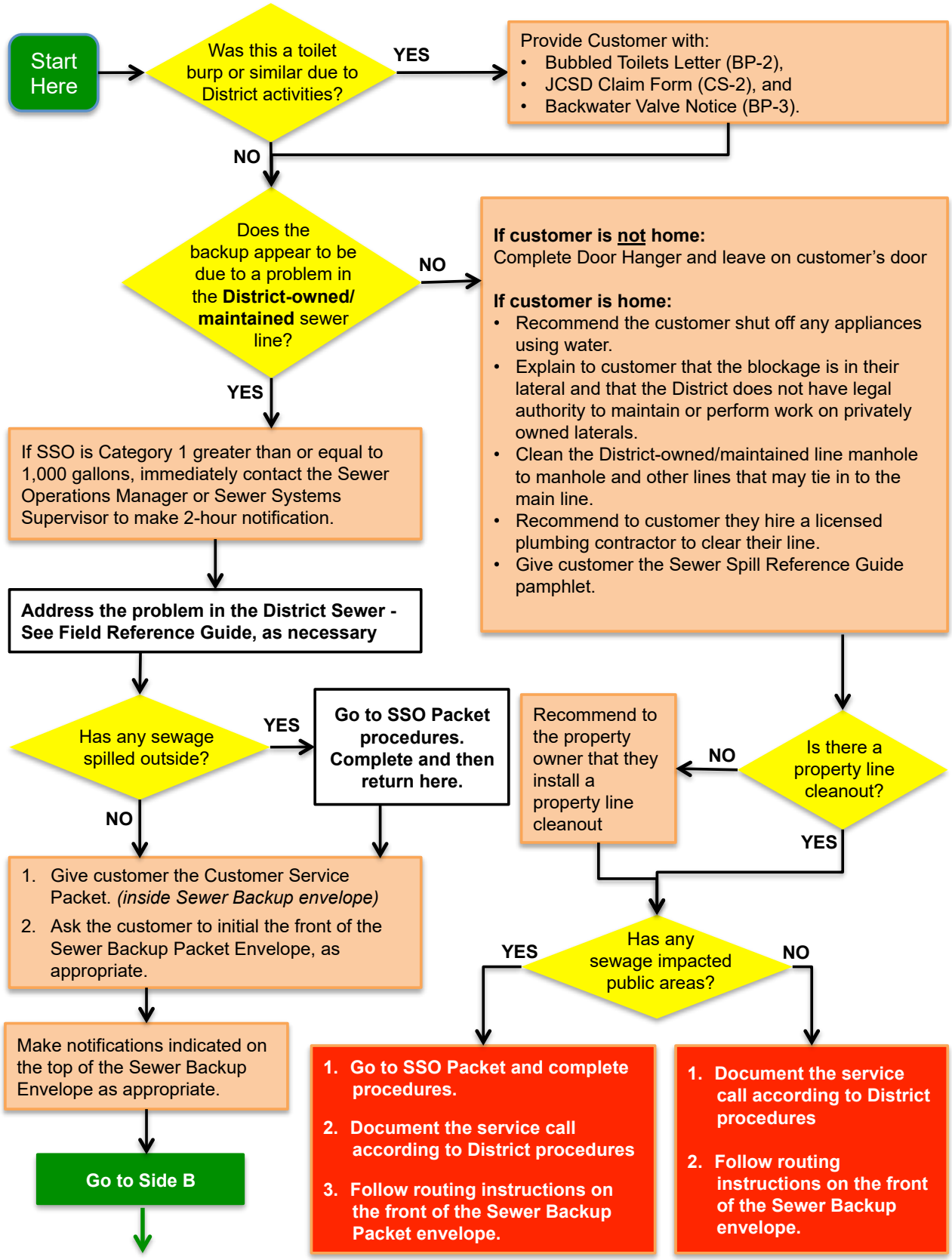
Backup Response Flowchart

BP-1
Side A



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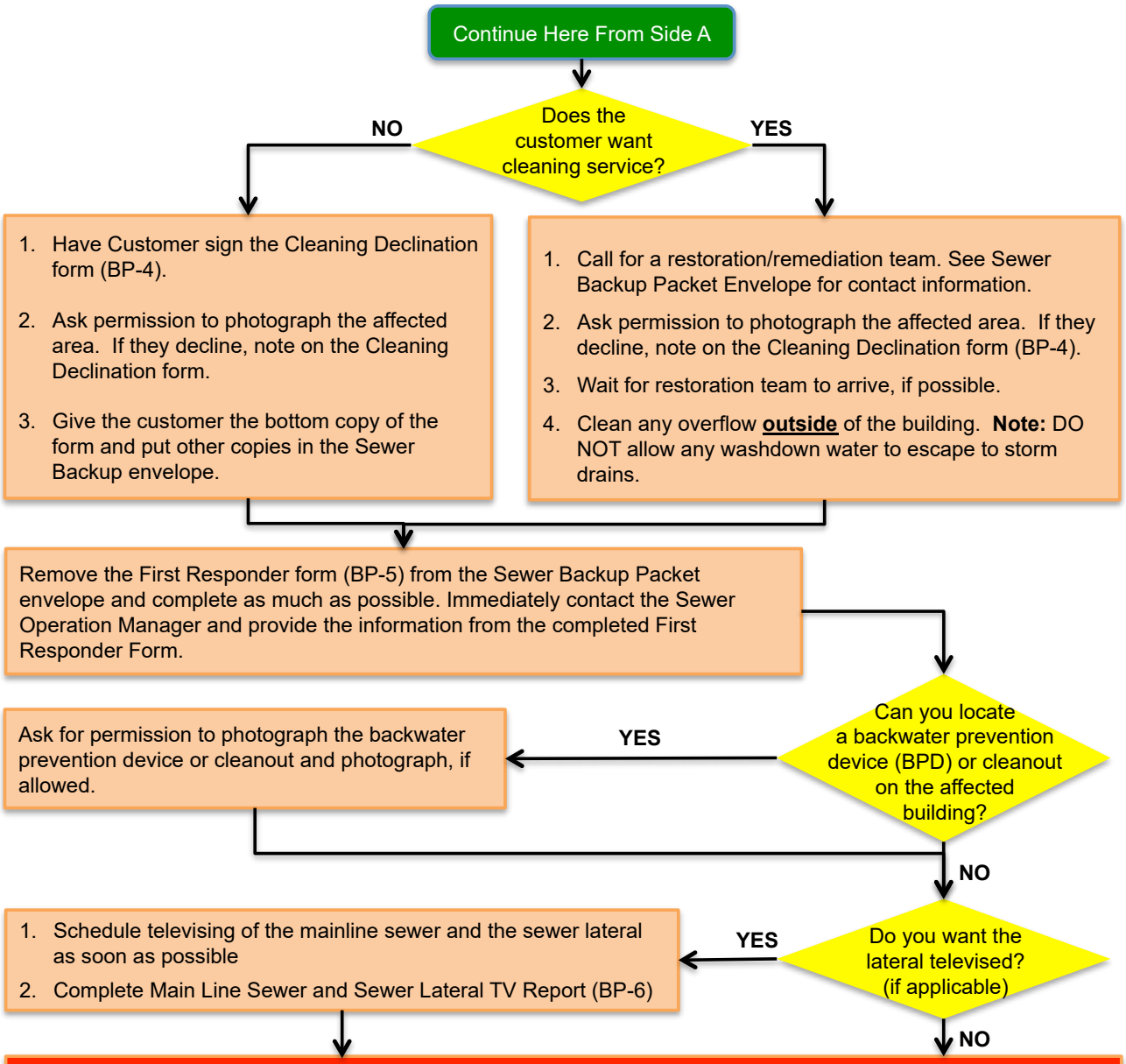
Backup Response Flowchart

BP-1
Side B



MEDIA AND PUBLIC RELATIONS GUIDELINES:

Exercise caution in contacts with the public or media when you respond to a spill. Any information you provide or statements you make may become pertinent in the event of possible court action, it is important to AVOID THE FOLLOWING:

- Giving out the wrong information,
- Speculating about the situation you are responding to
- Making accusations against customers, businesses or other agencies
- Providing incorrect facts about a company or other agency

Be courteous and attempt to provide accurate information to questions within the limits above. In some cases, it may be appropriate to say that we do not have any information, or to delay answering a question and then to say when an answer might be available.

In most cases, refer media requests to the media coordinator indicated on the front of the Sewer Overflow Packet envelope.

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Dear Jurupa Community Services District Customer,

Thank you for informing us that your toilet bubbled while our crews were working in proximity of your property. We apologize for the inconvenience and hope that this letter will answer some of your questions about bubbling toilets.

1. **Is this a health risk?**
   The water that came out of your toilet is potable water from the toilet bowl. Unless your toilet was in use when this occurred, this water is normally no different than that encountered while cleaning your toilet.

2. **What is the District doing in the street?**
   In order to insure reliable sewer service, the District inspects, cleans, and repairs its sewer system on a continuous basis.

3. **How does sewer cleaning cause my toilet to bubble?**
   Typical industry cleaning equipment uses high-pressure water to clean sewers. The first step is to use the high-pressure water jets to propel the hose and cleaning nozzle upstream as far as 800 feet. During this process, air within the main sewer pipe is displaced and sometimes goes up the private lateral pipe and releases though the toilet. This can also happen during the cleaning phase, when high-pressure water is pulled downstream to the cleaning truck.

4. **What causes the air to come from my toilet?**
   Over the years, District crews have found that the bubbling of toilets have many causes, some of which are:
   - Obstructed vent pipes within houses, apartments and businesses;
   - Vent pipes that are positioned too far from the toilet;
   - Lateral pipes that may be in use as the crew is cleaning (e.g. draining washing machine, draining bathtub, etc.);
   - Lateral pipes that may have obstructions that are causing them to hold water (e.g. roots, grease, etc.).
   - Non-functioning backwater prevention devices, if originally equipped.

5. **What does District staff do, once informed of a bubbling toilet?**
   Once notified of a bubbling toilet, the crew leader explains to the customer what has happened, and checks to see if there is a clean-out in the customer's yard that could be opened in the future during cleaning. The crew leader then makes notes and completes paperwork that puts the address on the District's computerized notification list. In the future, crews will notice that this address was "bubbled" at one time, and, before commencing the cleaning, they will notify the occupant of the possibility of bubbling toilets. In the event the occupant is not present when the cleaning begins, the crews will attempt to open clean-outs and/or lower water pressure to avoid bubbling.

6. **What can I do to prevent my toilet from bubbling?**
   When a sewer begins to drain slowly, it may be a sign that it needs to be cleaned or repaired. Trees and shrubs may have root structures that are entering the lateral pipe. The homeowner needs to make sure to have a clean-out for accessing the line. Unless there is a cleanout on the property line, it is the homeowner's responsibility to keep the sewer lateral pipe in good working condition. **The District also recommends the homeowner install a backwater prevention device to prevent bubbling or sewer back-ups into the home.**

It is always a good idea to keep the toilet lid down when not in use, and not install carpets in the bathroom unless they can be easily removed and cleaned. For more information, please visit our website at www.jcsd.us or call the Sewer Operations Manager at (951) 685-7434 ext. 107.

Sincerely,

Jurupa Community Services District

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Jurupa Community Services District

BP-3a

BACKWATER VALVE NOTICE
Install an approved type of backwater valve

INFORMATION FOR THE PROPERTY OWNER, OWNERS AGENT, MANAGER OR TENANT OF THE PROPERTY LOCATED AT:

_____.

Within the Jurupa Community Services District, County of Riverside, California.
Date Notice Issued: _____.
*JCSD Issuing Representative:*_____.

_____. _____.

[Signature of: Owner, Owners Agent, Manager or Tenants] *[Date Received]*

The Jurupa Community Services District while investigating a complaint regarding the backflow of sewage into your premises observed the Non-conformance with established Ordinances and the Uniform Plumbing Code. The section addressing the concerns is quoted for your information. The section that applies to your property is identified by a check mark.

References: *Jurupa Community Services District - Ordinance No. #5, Section 7. (Ordinance No's #35 & #78)*

The California Code of Regulations-Title 24, Part 5 - California Building Standards Code. Part 5 is known as the California Plumbing Code and incorporates, by adoption, the 2012 edition of the Uniform Plumbing Code (UPC). The Uniform Plumbing Code Designated as an American National Standard, the Uniform Plumbing Code is a model code developed by the International Association of Plumbing and Mechanical Officials (IAPMO) to govern the installation and inspection of plumbing systems as a means of promoting the public's health, safety and welfare.

Jurupa Community Services District - Ordinance No. #5

- **Section 7 - Maintenance: Back Flow Valves**: Back flow valves shall be required by the district for houses whose elevation is lower than the top of the existing upstream manhole from that connection.

California Plumbing Code; CHAPTER 1, ADMINISTRATION, DIVISION II;
101.7 Maintenance

- The plumbing and drainage system of any premises under the Authority Having Jurisdiction shall be maintained in a sanitary and safe operating condition by the owner or the owner's agent.

101.11.1 Health and Safety

- Where compliance with the provisions of this code fail to eliminate or alleviate a nuisance, or other dangerous or insanitary condition that involves health or safety hazards, the owner or the owner's agent shall install such additional plumbing and drainage facilities or shall make such repairs or alterations as may be ordered by the Authority Having Jurisdiction.

101.11.4 Operating Condition

- Plumbing systems, materials, and appurtenances, both existing and new, and parts thereof shall be maintained in operating condition. Devices or safe-guards required by this code shall be maintained in conformance with the code edition under which installed. The owner or the owner's designated agent shall be responsible for maintenance of plumbing systems. To determine compliance with this subsection, the

Authority Having Jurisdiction shall be permitted to cause any plumbing system to be re-inspected.

California Plumbing Code; CHAPTER 7, SANITARY DRAINAGE, PART I;
710.0 Drainage of Fixtures Located below the Next Up-stream Manhole or Below the Main Sewer Level

- **710.1 Backflow Protection**. Fixtures installed on a floor level that is lower than the next upstream manhole cover of the public or private sewer shall be protected from backflow of sewage by installing an approved type of backwater valve. Fixtures on such floor level that are not below the next upstream manhole cover shall not be required to be protected by a backwater valve. Fixtures on floor levels above such elevation shall not discharge through the backwater valve. Cleanouts for drains that pass through a backwater valve shall be clearly identified with a permanent label stating “backwater valve downstream”.

- **710.2 Sewage Discharge**. Drainage piping serving fixtures that are located below the crown level of the main sewer shall discharge into an approved water-tight sump or receiving tank, so located as to receive the sewage or wastes by gravity. From such sump or receiving tank, the sewage or other liquid wastes shall be lifted and discharged into the building drain or building sewer by approved ejectors, pumps, or other equally efficient approved mechanical devices.

- **710.6 Backwater valves**. Backwater valves, gate valves, fullway ball valves, unions, motors, compressors, air tanks, and other mechanical devices required by this section shall be located where they will be accessible for inspection and repair and, unless continuously exposed, shall be enclosed in a masonry pit fitted with an adequately sized removable cover. Backwater valves shall have bodies of cast-iron, plastic, brass, or other approved materials; shall have noncorrosive bearings, seats, and self-aligning discs; and shall be constructed so as to ensure a positive mechanical seal. Such backwater valves shall remain open during periods of low flows to avoid screening of solids and shall not restrict capacities or cause excessive turbulence during peak loads. Unless otherwise listed, valve access covers shall be bolted type with gasket, and each valve shall bear the manufacturer's name cast into the body and the cover.

Jurupa Community Services District
Overflow Emergency Response Plan

Sanitary Sewer Backup Response Packet
Declination of Sewage Cleaning Services

BP-4

Customer Information		
NAME:	ADDRESS:	TELEPHONE:

ON (date)	**AT** (time)	**Approximately** (quantity)	**GALLONS OF:**
			☐ Sewage ☐ Grey Water ☐ Toilet Bowl Water ☐ Odor ☐ Other (describe): ☐ Information from customer:

Overflowed from (or odor emanating from)	**The overflow affected the following areas *(check one):***
☐ Toilet ☐ Shower/Tub ☐ Washer ☐ Floor drain ☐ Other (describe): ☐ Verbal information from customer:	☐ Bathroom ☐ Bedroom ☐ Hallway ☐ Garage ☐ Kitchen ☐ Crawlspace ☐ Other (specify):

The overflow affected the following flooring: **and/or additional materials:**

☐ Tile ☐ Wood Flooring ☐ Area Rugs ☐ Towels
☐ Linoleum ☐ Carpet ☐ Clothing ☐ Other (specify):
☐ Other (specify):

Photos: ☐ Were Not Taken due to customer refusal to allow areas to be photographed ☐ Were Taken, number of photos:

This Form Completed By: **Date:** _____
Time:

CUSTOMER, please read the following and sign below:
I/We acknowledge the Jurupa Community Services District (*District)* has offered to provide professional cleaning and decontamination services to remediate the sewage backup and/or overflow described above and that we declined the offer. We further understand and acknowledge that because we have declined, any necessary remediation activities will be conducted without District assistance, and that the District will not accept responsibility for work performed by persons other than those engaged by the District. The District will also not accept responsibility for any charges related to this incident that are not usual and customary. Please refer to the Customer Service Packet for whom to contact if you have any questions.

Customer Signature*:		**Date:**
The information above was explained to the customer by the following employee:	**Name:**	**Title:**
	Signature:	**Date:**

**Note to responders: if customer declines to sign this form, then have a co-worker sign here as a witness:*
Name: _____ *Signature:* _____ *Date:* _____

Recommendations to customer to clean up the spill:

- Keep pets and children out of the affected area
- Turn off heating/air conditioning systems
- Consider contracting an IICRC-certified professional cleaning and decontamination service. Refer to www.iicrc.org.
- Wear personal protective equipment such as rubber boots, rubber gloves, and goggles during cleanup of the affected area.
- Remove and discard items that cannot be washed and disinfected (such as: mattresses, rugs, cosmetics, baby toys, etc.)
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process with fans, air conditioning units, and dehumidifiers.
- After completing cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow water to cool before washing your hands.) OR use water that has been disinfected (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 min. If water is cloudy, use ¼ teaspoon of household bleach per 1 gallon of water.
- Wash all clothes worn during the cleanup in hot water and detergent (wash separately from uncontaminated clothes).
- Wash clothes contaminated with flood or sewage water in hot water and detergent. Use a laundromat for washing large quantities of clothes and linens until your onsite wastewater system has been professionally inspected and serviced.
- Seek immediate attention if you become injured or ill.
- Clean and disinfect your personal protective equipment.

Distribution Instructions – Top Copy to District records; Middle Copy to Accounting Manager; Bottom Copy to Customer

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Jurupa Community Services District
Overflow Emergency Response Plan

Sanitary Sewer Backup Response Packet
First Responder Form

BP-5
Side A

Fill out this form as completely as possible.
Ask customer if you may enter the home. If so, take photos of damaged and undamaged areas.

PERSON COMPLETING THIS FORM:	PHONE: DATE: TIME:
TIME STAFF ARRIVED ON-SITE:	
DID CUSTOMER CALL CLEANING CONTRACTOR? ☐ Yes ☐ No If YES, name of contractor:	
RESIDENT:	PROPERTY MANAGERS: OWNER/TENANT:
STREET ADDRESS: CITY, STATE AND ZIP: PHONE:	STREET ADDRESS: CITY, STATE AND ZIP: PHONE:
IS NEAREST UPSTREAM MANHOLE VISIBLY HIGHER THAN THE DRAIN THAT OVERFLOWED? ☐ Yes ☐ No	
# OF PEOPLE LIVING AT RESIDENCE:	

Approximate Age of Home:	# of Bathrooms:	# of Rooms Affected:
Approximate Amount of Spill (gallons):	Approximate Time Sewage Has Been Sitting (hrs/days):	

Numbers of Pictures Taken: _____
☐ Digital ☐ Film ☐ No photos were taken due to customer refusal to allow areas to be photographed

Does property have a Property Line Cleanout?	☐ YES ☐ NO ☐ Unknown
Ask the Customer if they have a Backwater Prevention Device (BPD)?	☐ YES ☐ NO ☐ Unknown
If yes, was the BPD operational at the time of the overflow?	☐ YES ☐ NO ☐ Unknown
Have there ever been any previous spills at this location?	☐ YES ☐ NO ☐ Unknown
Has the resident had any plumbing work done recently? *If YES, please describe:*	☐ YES ☐ NO

GO TO SIDE B

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SANITARY SEWER LINE BLOCKAGE LOCATION

Draw sketch of the event:

Recommended Follow-Up Action(s):

Place completed form in Sewer Backup Envelope and follow routing instructions

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Sanitary Sewer Backup Response Packet

Main Line Sewer and Sewer Lateral TV Report

BP-6

PLEASE COMPLETE AS THOROUGHLY AS POSSIBLE

PERSON COMPLETING THIS FORM:

DATE:
PHONE:

CAMERA TYPE:

AFFECTED PROPERTY STREET ADDRESS:

CITY, STATE AND ZIP:

PHONE

LOCATION OF CAMERA ENTRY:

LOCATION OF CAMERA STOP:

DESCRIBE AREA TV'd:

UPSTREAM MANHOLE #:

PLEASE CHECK ALL THAT WERE DISCOVERED – *Describe Extent & Location Using Camera Entry Point As Reference*:

- ❒ Broken Lateral – Describe:
  Depth:
- ❒ Roots – Severity: ☐ Light ☐ Moderate ☐ Heavy
- ❒ Grease – Severity: ☐ Light ☐ Moderate ☐ Heavy
- ❒ Sag – Describe:
  Depth:
  Length:
- ❒ BPD – Describe:
  Location:
- ❒ Cleanout – Describe:
  Operational: ☐ Yes ☐ No
  Location:
- ❒ Joint/Junction – Describe:
  Depth
- ❒ Grade – Describe:
- ❒ Grit – Severity: ☐ Light ☐ Moderate ☐ Heavy
- ❒ Other – Describe:

TIME OF OVERFLOW:

TIME BLOCKAGE RELIEVED:

TIME LATERAL TV'd:

DEPTH OF LATERAL:

RECOMMENDED
FOLLOW UP WORK ACTIONS:

Mark for USA location? ☐ Yes ☐ No

Lateral Locations Marked in Green Paint? ☐ Yes ☐ No

SIGNATURE OF EMPLOYEE PERFORMING TV WORK:

DATE

****Attach Granite XP Lateral Report with still images (full size)****

If applicable, place completed form in Sewer Backup Packet and follow routing instructions.

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INSTRUCTIONS: Complete all items *EXCEPT* those that are shaded gray

Spill Category *(check one)*:

- ☐ Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either (1) Reaches surface water and/or drainage channel tributary to a surface water; OR (2) Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.
- ☐ Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either (1) Does not reach surface water, a drainage channel, or an MS4, OR (2) The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.
- ☐ Category 3: All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition
- ☐ Private Lateral Sewer Discharge

Describe in detail the basis for choosing the spill category:

☐ **IMMEDIATE NOTIFICATION: If this is a Category 1 spill greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water, notify CalOES within 2 hours at (800) 852-7550.**

A. SPILL LOCATION

Spill Location Name:		
Latitude Coordinates:	Longitude Coordinates:	
If multiple appearance points, use the GPS coordinates for the location of the SSO appearance point closest to the failure point/blockage.		
Street Name and Number:		
Nearest Cross Street:	City:	Zip Code:
County:	Spill Location Description:	

B. SPILL DESCRIPTION

Spill Appearance Point (check one or more): ☐ Building/Structure ☐ Force Main ☐ Gravity Sewer ☐ Pump Station ☐AirVac or Blow-off ☐ Other Sewer System Structure *(i.e. cleanout)* ☐ Manhole- Structure ID#: ☐ Other *(specify):*

Did the spill reach a drainage channel and/or surface water? ☐ Yes (*Category 1)* ☐No

If the spill reached a storm drain, was it fully captured and returned to the Sanitary Sewer? ☐ Yes ☐No (*Category 1)*

Was this spill from a private lateral? ☐ Yes ☐No If YES, name of responsible party:

Discharged into: ☐Surface water ☐Waters of the state ☐Drainage channel ☐Pond ☐Stream ☐River ☐Catch basin ☐Lined channel ☐Unlined channel ☐Separate storm drain ☐Paved surface ☐Unpaved surface ☐Building/structure ☐Street/curb/gutter ☐Other:
Provide name(s) of affected drainage channels, etc.:

Total Estimated spill volume *(in gallons)*: gallons

Est. volume that reached a separate storm drain that flows to a surface water body:	gal	Recovered:	gal
Est. volume that reached a drainage channel that flows to a surface water body:	gal	Recovered:	gal
Est. volume discharged directly to a surface water body:	gal	Recovered:	gal
Est. volume discharged to land:	gal	Recovered:	gal

Calculation Methods: ☐Eyeball ☐Photo Comparison ☐Upstream Connections ☐Area/Volume ☐Lower Lateral ☐Other (describe):

NOTE: Attach all Spill Volume Estimation documentation including calculations and summary.

C. SPILL OCCURRING TIME

Estimated spill start date:	Estimated spill start time:
Date spill reported to sewer department:	Time spill reported to sewer crew:
Date sewer crew arrived:	Time sewer crew arrived:
Who was interviewed to help determine start time?	
Estimated spill end date:	Estimated spill end time:

NOTE: Attach detailed start time determination documentation.

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D. CAUSE OF SPILL

Location of Blockage: ☐ Main ☐ Lateral ☐Private Lateral ☐M/H or Vault ☐AIRVAC or blow-off ☐Other:

SSO cause(s) *(check all that apply)*:
☐ Debris/Blockage ☐ Flow exceeded capacity ☐Grease ☐ Operator error ☐ Roots
☐ Pipe problem/failure ☐ Pump station failure ☐ Rainfall exceeded design ☐ Vandalism ☐ Inflow/infiltration
☐ Animal carcass ☐ Electrical power failure ☐ Bypass ☐ Pressure Bypass ☐ Debris from laterals
☐ Construction Debris ☐ Contractor error ☐ Flow-through Bypass (inside M/H)
☐ Other (specify):

Diameter (in inches) of pipe at point of blockage/spill cause (if applicable):

Sewer pipe material at point of blockage/spill cause (if applicable):

Estimated age of sewer asset at the point of blockage or failure (if applicable):

Description of terrain surrounding point of blockage/spill cause: ☐ Flat ☐ Mixed ☐ Steep ☐ Under body of water

E. SPILL RESPONSE

Spill response activities (check all that apply): ☐Cleaned up ☐Contained all/portion of spill ☐CCTV inspection ☐Restored flow ☐Returned all/portion of spill to sanitary sewer ☐Other (specify):

Spill response completed (date & time):

Visual inspection result of impacted waters (if applicable):

Any fish killed? ☐ Yes ☐ No Any ongoing investigation? ☐ Yes ☐ No

Were health warnings posted? ☐ Yes ☐ No If yes, provide health warning/closure posting/details:

Were samples of impacted waters collected? ☐ Yes ☐ No
If YES, select the analyses: ☐ DO ☐ Ammonia ☐ Bacteria ☐ pH ☐ Temperature ☐ Other:

Recommended corrective actions: (check all that apply and provide detail)
☐ Clean line again ASAP:
☐ CCTV:
☐ Re-CCTV:
☐ Additional work:
☐ Cleaning schedule change:
☐ Cleaning method change:
☐ Fog investigation:
☐ Repair line segment:
☐ Replace line segment:
☐ Repair or replace M/H, C/O or vault
☐ R&R AirVac or blow-off
☐ Additional comments:

List all agency personnel involved in the response including name, title and their role in the response:

Name	Title	Role

F. NOTIFICATION DETAILS (if applicable)

CalOES contacted date/time: Control Number: Spoke to:

G. RECOMMENDED FOLLOW-UP ACTIONS TO PREVENT FUTURE OCCURRENCES

CURRENT PM FREQUENCY: DATE OF LAST PM:

RECOMMENDED ACTIONS: ☐ CCTV ☐ RE-RUN CCTV ☐ CHANGE CLEANING SCHEDULE
☐ REPAIR LINE SEGMENT ☐ REPLACE LINE SEGMENT ☐ OTHER (describe):

NOTES:

Place completed form in Sewer Backup Envelope and follow routing instructions.

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Sewer System Supervisor

1. **Complete the following information:**

   Title: _____

   Name: _____

   Phone: _____

   Today's Date: _____

2. **Copy the items listed below and retain for internal archiving purposes.**

3. **Place the originals back in the Backup Response Envelope and forward envelope with original forms to the Sewer Operations Manager:**

   - ☐ **Form BP-4: Declination of Sewage Cleaning Services Form**
   - ☐ **Form BP-5: First Responder Form**
   - ☐ **Form BP-6: Lateral TV Report**
   - ☐ **Form BP-7: Sanitary Sewer Overflow Report**
   - ☐ **Form BP-8: Claims Submittal Checklist** *(this form)*
   - ☐ **All photos taken** *(hardcopy or electronic)* and description text and details added to photos
   - ☐ **Digital photos downloaded to server** *(provide link)*:
   - ☐ **Any other information you feel is important in this claim**

4. **Complete Form BP-9: Collection System Failure Analysis**

Sewer System Supervisor or Other Reporting Authority

Go to Regulatory Notifications Packet and make all appropriate notifications.

Sewer Operations Manager

1. **Verify that package is complete**
2. **Forward package to Accounting Manager.**

Accounting Manager

1. **Verify claims packet is complete.**
2. **Notify Travelers:**

   Latham Street Suite 201
   Riverside, CA 92501
   (951) 788-8500

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To be completed by the Sewer System Supervisor or Sewer Operations Manager

Incident Report #		Prepared By	
SSO/Backup Information			
Event Date/Time	Address		
Volume Spilled	Volume Recovered		
Cause(s)			
Summary of Historical SSOs/Backups/Service Calls/Other Problems			
Date	Cause(s)	Date Last Cleaned	Crew
Records Reviewed By		Record Review Date	
Summary of CCTV Information			
CCTV Inspection Date		Inspection Tape Name/Number	
CCTV Inspection Tape Reviewed By		CCTV Review Date	
Observations			

Recommendations	
	No Changes or Repairs Required
	Maintenance Equipment
	Maintenance Frequency
	Repair (Location and Type)
	Add to Capital Improvement Rehabilitation/Replacement List: ☐Yes ☐ No
Sewer Systems Supervisor Review Date	
Sewer Operations Manager Review Date	

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Jurupa Community Services District
Overflow Emergency Response Plan

Customer Service Packet

Contents:

Form	Form Number
Customer Information Letter	CS-1
Claim Form	-2
Sewer Spill Reference Guide	pamphlet

Instructions:

1. Review the Customer Information letter to determine actions that need to be taken immediately.
2. See the Customer Information letter for information about filing a claim.
3. Review the Sewer Spill Reference Guide pamphlet.

If you have any questions contact:

Regarding Sewer Issues: Sewer Operations Manager at (951) 685-7434 ext. 107
Regarding Submitting a Claim for Damages: Accounting Manager (951) 685-7434

This packet provided by: _____ **Phone:** _____

Paquete informativo del servicio al cliente

Contenido:

Formulario	Número de formulario
Carta informativa para el cliente	CS-1
Guía de referencia sobre desbordes cloacales	folleto

Instrucciones:

1. Analice la carta informativa para el cliente a fin de determinar las medidas que se deben tomar de manera inmediata.
2. Consulte la carta informativa para el cliente a fin de obtener información sobre cómo presentar un reclamo.
3. Analice el folleto de la Guía de referencia sobre desbordes cloacales.

En caso de preguntas, comuníquese con:

Para temas cloacales: Gerente de Operaciones de Alcantarilla, llamando al (951) 685-7434

Para presentar un reclamo por daños: Gerente de Contabilidad, llamando al (951) 685-7434

Este paquete suministrado por: _____ **Teléfono:** _____

Print on 6” x 9” envelope

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Sanitary Sewer Backup Response Packet

Customer Information Regarding Sewer Backup Claims

CS-1

Dear Resident:

We recognize that sewer back flow incidents can be stressful and require immediate response when all facts concerning how an incident occurred are unknown. Rest assured that we do all we can to prevent this type of event from occurring. Nevertheless, occasionally tree roots or other debris in the sewer lines cause a backup into homes immediately upstream of the blockage. At this time the District is investigating the cause of this incident.

If the District is found to be responsible for the incident, we are committed to cleaning and restoring your property, and protecting the health of those affected during the remediation process.

The cleaning contractor provided by the District has been selected because of their adherence to established protocols that are designed to assure all parties thorough, cost-effective and expeditious cleaning services. You also have the right to select your own cleaning contractor, but the District does not guarantee payment of fees/expenses incurred and reserves the right to dispute fees/expenses deemed not usual and customary.

If you wish to discuss this matter, please contact the Sewer Operations Manager at (951) 685-7434 ext. 107. If you wish to submit a claim for damages, please complete the enclosed claim form and submit it to the Accounting Manager at 11201 Harrel Street, Jurupa Valley, CA 91752.

Claims against the District must comply with the California Government Code Sec. 910-913.2. The Accounting Manager has the responsibility for processing any claims for damages that are submitted and can be reached at (951) 685-7434.

What you need to do now:

The District has prepared this brief set of instructions to help you minimize the impact of the loss by responding promptly to the situation.

- Do not attempt to clean the area yourself, let the cleaning and restoration company handle this.
- Keep people and pets away from the affected area(s).
- Turn off all appliances that use water.
- Turn off heating/air conditioning systems.
- Do not remove items from the area – the cleaning and restoration company will handle this.
- If you had recent plumbing work, contact your plumber or contractor and inform them of this incident.
- If you intend to file a claim, do so as soon as practical in order to have your claim considered.
    - **Please Note:** The general provisions for the filing of claims against public entities are contained in Part 3 (*commencing at Section 900)* of Division 3.6 of the Government code. Certain claims are not governed by these provisions, including tax and assessment matters, liens, employee compensations, workers' compensation, unemployment compensation, welfare, securities, and others.
    - The form and contents of a claim are specified by Section 910, et seq. A claim relating to a cause of action for death or for injury to person or to personal property or growing crops shall be presented not later than six months after accrual of the cause of action; other claims shall be presented within one year (*Section 911.2).*
    - Claims are to be presented by delivery or mailing to the Accounting Manager at 11201 Harrel Street, Mira Loma, CA 91752. *(Section 915).*
    - It is suggested that the claimant refer to claims law and be fully advised with respect to the exceptions and further provisions contained therein.

Important Legal Notice: For your protection, read carefully, obtain a reliable translation, and/or consult your attorney.

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Jurupa Distrito de Servicios Comunitarios
Desbordamiento del Plan de Respuesta a Emergencias

Paquete informativo de la respuesta ante desbordes

Información del cliente sobre reclamos por desbordes cloacales

CS-1 S

Estimado Vecino:

Reconocemos que los incidentes provocados por el reflujo de aguas cloacales pueden ser estresantes y exigen una respuesta inmediata cuando se desconocen los hechos relacionados con la causa del incidente. Tenga la seguridad de que hacemos todo lo posible para evitar que sucedan este tipo de incidentes. Sin embargo, las raíces de los árboles u otros desechos que se encuentran en las cañerías principales del sistema cloacal provocan, de vez en cuando, un desborde en el interior de las viviendas justo arriba de la obstrucción. En este momento, el Distrito está investigando la causa de este incidente.

Si se determina que el Distrito es responsable del incidente, nos comprometemos a limpiar y restaurar su propiedad, así como a proteger la salud de aquellas personas que hayan sido afectadas durante el proceso de reparación.

La empresa de servicios de limpieza que provee el Distrito fue seleccionada debido a su cumplimiento con los protocolos establecidos, los que se diseñaron para garantizar servicios de limpieza cuidadosos, expeditivos y de bajo costo a todas las partes. También tiene derecho a elegir su propia empresa de servicios de limpieza; sin embargo, el Distrito no garantiza el pago de cargos y/o gastos que incurra y se reserva el derecho a objetar los cargos y/o gastos que considere que no son habituales.

Si desea discutir este tema, por favor comuníquese con el Gerente de Operaciones de alcantarillado al (951) 685-7434 ext. 107. Si desea presentar una reclamación por daños y perjuicios, por favor complete el formulario de solicitud adjunto y enviarlo a la Gerente de Contabilidad en 11201 Harrel Street, Mira Loma, CA 91752.

Los reclamos presentados contra la Ciudad deben cumplir con las disposiciones de los artículos 910-913.2 del Código del Gobierno de California (*California Government Code Sec. 910-913.2*). El Gerente de Contabilidad tiene la responsabilidad de procesar cualquier reclamo por daños y perjuicios que se le presenten y se puede llegar al (951) 685-7434.

Lo que necesita saber en este momento:

El Distrito redactó esta breve serie de instrucciones para ayudarlo a minimizar el impacto de la pérdida respondiendo de manera inmediata ante la situación.

- No intente limpiar la zona usted mismo; permita que la empresa de limpieza y restauración se encargue de esto.
- Mantenga a las personas y a las mascotas alejadas de la(s) zona(s) afectada(s).
- Apague todos los aparatos que utilicen agua.
- Apague los sistemas de calefacción y/o aire acondicionado.
- No quite los elementos que se encuentran en la zona; la empresa de limpieza y restauración se encargará de esto.
- Si recientemente se realizaron obras de plomería, comuníquese con su plomero o servicio de plomería e infórmele sobre este incidente.
- Si tiene pensado presentar un reclamo, hágalo lo antes posible para que éste sea tenido en cuenta.
    - **Observación:** Las disposiciones generales que rigen la presentación de reclamos contra organismos públicos están incluidas en la Parte 3 (*que comienza en el Artículo 900)* del Capítulo 3.6 del Código del Gobierno (*Division 3.6 of the Government code*). Existen determinados reclamos que no se rigen por estas disposiciones, incluyendo los asuntos relacionados con los impuestos y las tasaciones, los gravámenes, la remuneración para los empleados, las indemnizaciones de los trabajadores, el subsidio de desempleo, la asistencia social, los títulos y demás.
    - La forma y el contenido del reclamo se especifican en el Artículo 910 y siguientes. Un reclamo que esté relacionado con la causa de acción por muerte o lesión de una persona o de los bienes personales o de la cosecha en crecimiento deberá presentarse antes de que se cumplan los seis meses posteriores a dicha causa de acción; los demás reclamos deberán presentarse dentro del período de un año (*Artículo 911.2).*
    - Los reclamos deberán presentarse ante a la Gerente de Contabilidad *(Artículo 915),* en persona o por correo.
    - Se sugiere que el reclamante haga referencia a la legislación sobre reclamos y que usted esté completamente asesorado sobre las excepciones y demás disposiciones incluidas en dicha legislación.

Aviso legal importante: Para su protección, lea atentamente el material, obtenga una traducción confiable y/o hable con su abogado.

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CLAIM FORM

11201 Harrel Street
Jurupa Valley, CA 91752
www.jcsd.us

Phone (951) 685-7434
Fax (951) 685-1153
info@jcsd.us

PLEASE RETURN TO: ACCOUNTING MANAGER

COMPLETE THE FOLLOWING, ADDING ADDITIONAL SHEETS IF NECESSARY:

1. PRINT CLAIMANT'S NAME: _____
2. PRINT CLAIMANT'S ADDRESS: _____
   (Street or P.O Box Number, City, State, Zip Code)

_____

3. AMOUNT OF CLAIM $ _____(Attach copies of bills/estimates)
4. PRINT ADDRESS TO WHICH NOTICES ARE TO BE SENT IF DIFFERENT FROM LINE 2:

_____

(Street, P.O Box Number, City, State, Zip Code)

5. DATE OF INCIDENT: _____ TIME OF INCIDENT: _____
   LOCATION OF INCIDENT: _____
   _____
6. DESCRIBE THE INCIDENT OR ACCIDENT INCLUDING YOUR REASON FOR BELIEVING THAT THE DISTRICT IS LIABLE FOR YOUR DAMAGES (Attach additional sheets if necessary)
   _____
   _____
   _____
7. DESCRIBE ALL DAMAGES WHICH YOU BELIEVE YOU HAVE INCURRED AS RESULT OF THE INCENT (Attach additional sheets if necessary)
   _____
   _____
   _____
8. NAME (S) OF PUBLIC EMPLOYEE(S) CAUSING THE DAMAGES YOU ARE CLAIMING:
   _____
   _____

_____ _____

SIGNATURE OF CLAIMANT DATE

Any person who, with intent to defraud, presents any false or fraudulent claim may be punished by imprisonment or fine or both.
(**Note: Claims must be filed within 180 days of incident**. See Government Code Section 900 et seq.)

OVERFLOW PACKET

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For pre-assembled packets contact DKF Solutions Group at 707.373.9709 or kpatzer@dkfsolutions.com

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In the event of a **Sanitary Sewer Overflow**
READ THIS FIRST

☐ **Check here if you believe that fats, oils and/grease (FOG) caused or contributed to the SSO.**

Instructions	Chain of Custody
Collections Crew: 1. Open this envelope. 2. Follow the instructions on the Overflow Response Flowchart 3. If Category 1 SSO greater than or equal to 1,000 gallons, contact the Sewer Operations Manager or Sewer System Supervisor to notify CalOES. 4. Reference the SMART Field Guide as necessary 5. Complete the Chain of Custody record (right) and forward this packet to the Sewer System Supervisor.	Print Name: _____ Initial: _____ Date: _____ Time: _____
Sewer System Supervisor: 1. Open this envelope. Review forms. 2. Complete the Regulatory Notifications Packet. 3. Archive this packet and all other information regarding this overflow incident according to District policy. 4. Debrief using the Collection System Failure Analysis Form.	Print Name: _____ Initial: _____ Date: _____ Time: _____

To have receiving waters sampled:	**Contact:**	**Telephone:**
During business hours	Source Control Supervisor	(951) 685-7434 ext. 173
After business hours	Source Control Supervisor	(951) 685-7434
For any media requests:	Community Affairs Officer	(951) 685-7434

Jurupa Community Services District
Sewer Overflow and Backup Response Plan

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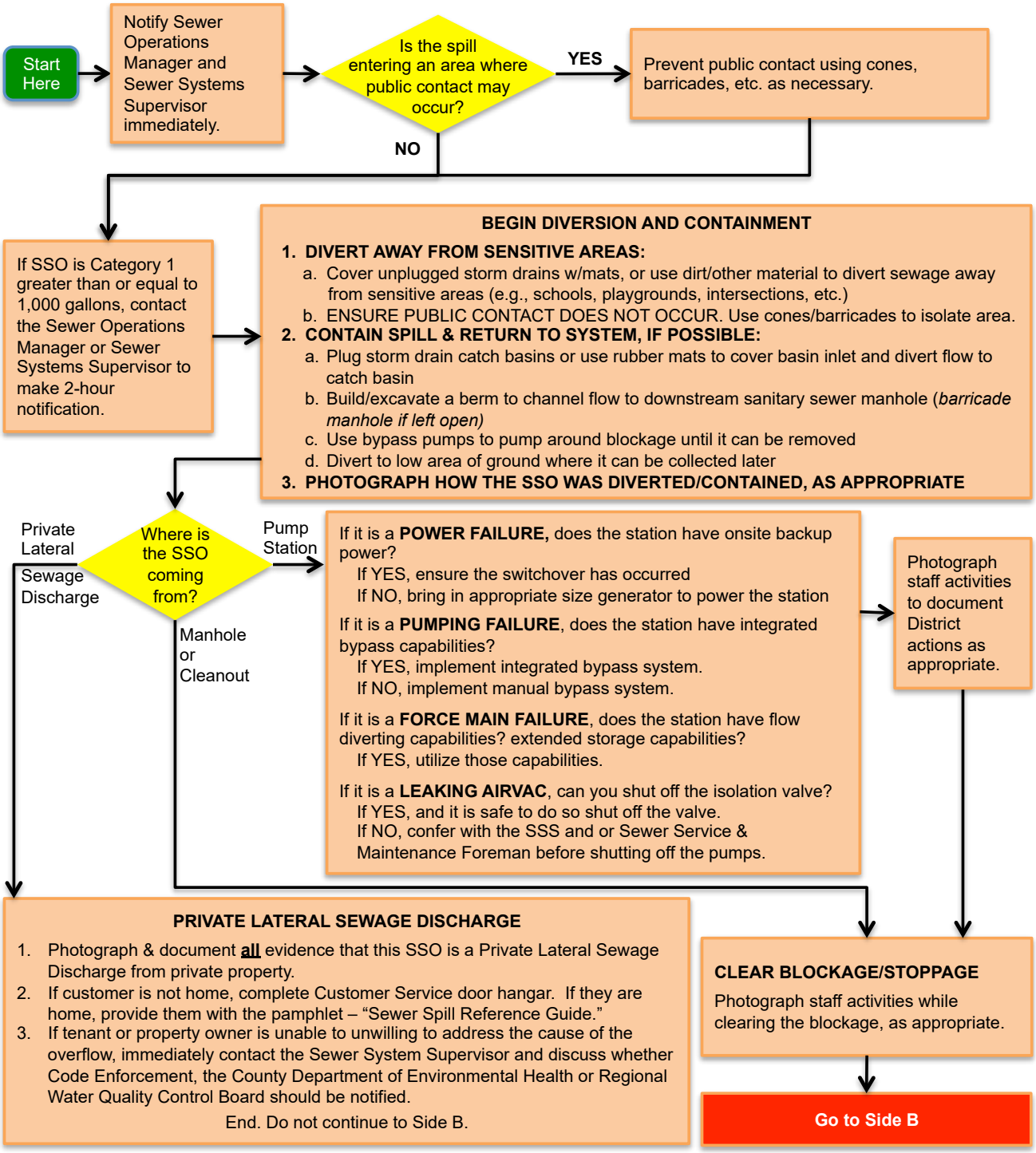
Overflow Emergency Response Plan
Overflow Response Flowchart

OP-1
Side A



MEDIA AND PUBLIC RELATIONS GUIDELINES:

Exercise caution in contacts with the public or media when you respond to a spill. Any information you provide or statements you make may become pertinent in the event of possible court action, it is important to **AVOID THE FOLLOWING**:

- Giving out the wrong information including providing incorrect facts about a company or other agency
- Making accusations against customers, businesses or other agencies
- Speculating about the situation you are responding to

Be courteous and attempt to provide accurate information to questions within the limits above. In some cases, it may be appropriate to say that we do not have any information, or to delay answering a question and then to say when an answer might be available.

In most cases, refer media requests to the media coordinator indicated on the front of the Sewer Overflow Packet envelope.

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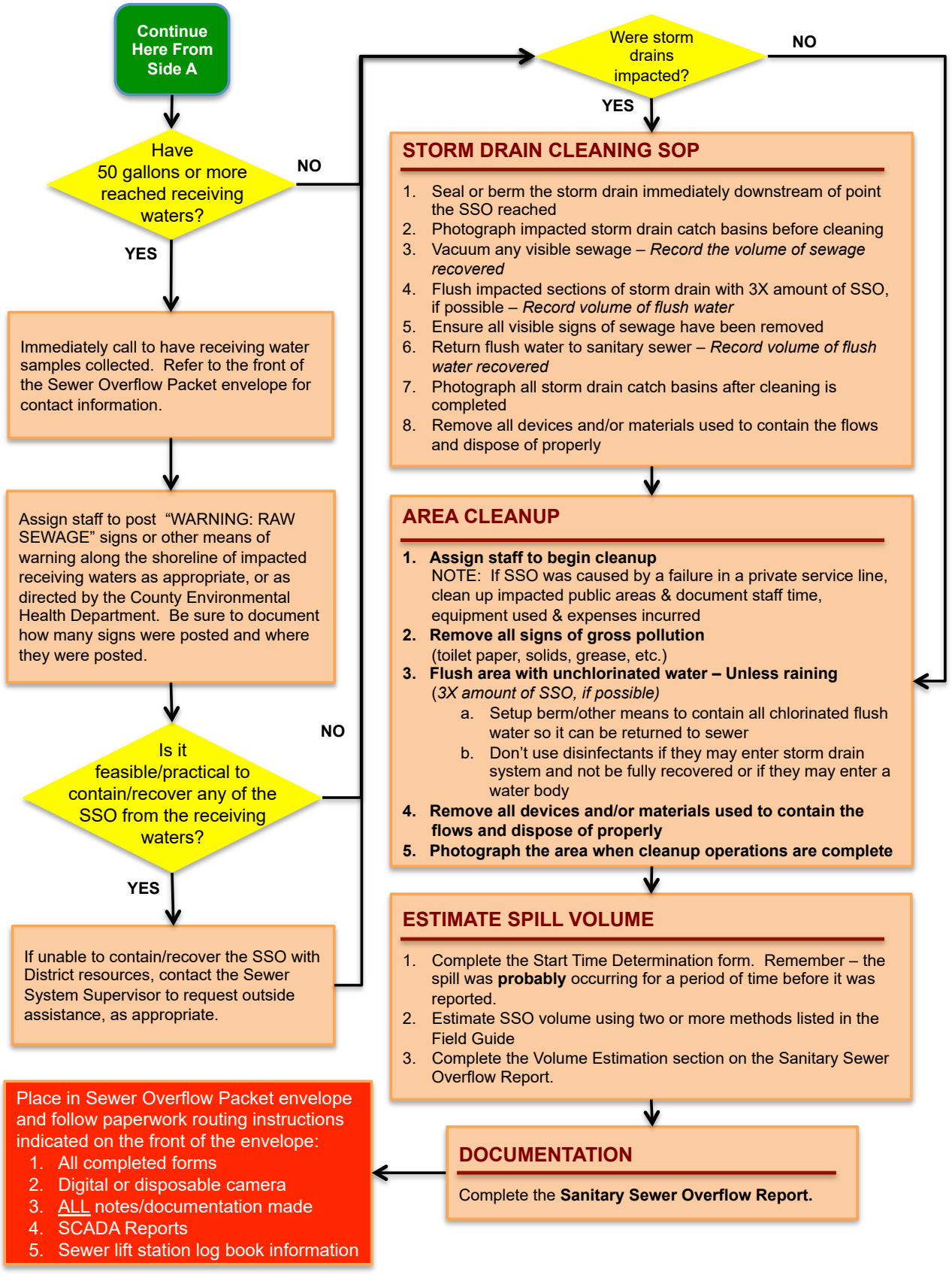

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INSTRUCTIONS: Complete all items *EXCEPT* those that are shaded gray

Spill Category *(check one)*:

- ☐ Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either (1) Reaches surface water and/or drainage channel tributary to a surface water; OR (2) Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.
- ☐ Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either (1) Does not reach surface water, a drainage channel, or an MS4, OR (2) The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.
- ☐ Category 3: All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition
- ☐ Private Lateral Sewer Discharge

Describe in detail the basis for choosing the spill category:

☐ **IMMEDIATE NOTIFICATION: If this is a Category 1 spill greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water, notify CalOES within 2 hours at (800) 852-7550.**

A. SPILL LOCATION

Spill Location Name:		
Latitude Coordinates:	Longitude Coordinates:	
If multiple appearance points, use the GPS coordinates for the location of the SSO appearance point closest to the failure point/blockage.		
Street Name and Number:		
Nearest Cross Street:	City:	Zip Code:
County:	Spill Location Description:	

B. SPILL DESCRIPTION

Spill Appearance Point (check one or more): ☐ Building/Structure ☐ Force Main ☐ Gravity Sewer ☐ Pump Station ☐AirVac or Blow-off ☐ Other Sewer System Structure *(i.e. cleanout)* ☐ Manhole- Structure ID#: ☐ Other *(specify):*

Did the spill reach a drainage channel and/or surface water? ☐ Yes (*Category 1)* ☐No

If the spill reached a storm drain, was it fully captured and returned to the Sanitary Sewer? ☐ Yes ☐No (*Category 1)*

Was this spill from a private lateral? ☐ Yes ☐No If YES, name of responsible party:

Discharged into: ☐Surface water ☐Waters of the state ☐Drainage channel ☐Pond ☐Stream ☐River ☐Catch basin ☐Lined channel ☐Unlined channel ☐Separate storm drain ☐Paved surface ☐Unpaved surface ☐Building/structure ☐Street/curb/gutter ☐Other:
Provide name(s) of affected drainage channels, etc.:

Total Estimated spill volume *(in gallons)*: gallons

Est. volume that reached a separate storm drain that flows to a surface water body:	gal	Recovered:	gal
Est. volume that reached a drainage channel that flows to a surface water body:	gal	Recovered:	gal
Est. volume discharged directly to a surface water body:	gal	Recovered:	gal
Est. volume discharged to land:	gal	Recovered:	gal

Calculation Methods: ☐Eyeball ☐Photo Comparison ☐Upstream Connections ☐Area/Volume ☐Lower Lateral ☐Other (describe):

NOTE: Attach all Spill Volume Estimation documentation including calculations and summary.

C. SPILL OCCURRING TIME

Estimated spill start date:	Estimated spill start time:
Date spill reported to sewer department:	Time spill reported to sewer crew:
Date sewer crew arrived:	Time sewer crew arrived:
Who was interviewed to help determine start time?	
Estimated spill end date:	Estimated spill end time:

NOTE: Attach detailed start time determination documentation.

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D. CAUSE OF SPILL

Location of Blockage: ☐ Main ☐ Lateral ☐Private Lateral ☐M/H or Vault ☐AIRVAC or blow-off ☐Other:

SSO cause(s) *(check all that apply)*:
☐ Debris/Blockage ☐ Flow exceeded capacity ☐Grease ☐ Operator error ☐ Roots
☐ Pipe problem/failure ☐ Pump station failure ☐ Rainfall exceeded design ☐ Vandalism ☐ Inflow/infiltration
☐ Animal carcass ☐ Electrical power failure ☐ Bypass ☐ Pressure Bypass ☐ Debris from laterals
☐ Construction Debris ☐ Contractor error ☐ Flow-through Bypass (inside M/H)
☐ Other (specify):

Diameter (in inches) of pipe at point of blockage/spill cause (if applicable):

Sewer pipe material at point of blockage/spill cause (if applicable):

Estimated age of sewer asset at the point of blockage or failure (if applicable):

Description of terrain surrounding point of blockage/spill cause: ☐ Flat ☐ Mixed ☐ Steep ☐ Under body of water

E. SPILL RESPONSE

Spill response activities (check all that apply): ☐ Cleaned up ☐ Contained all/portion of spill ☐ CCTV inspection ☐ Restored flow
☐ Returned all/portion of spill to sanitary sewer ☐Other (specify):

Spill response completed (date & time):

Visual inspection result of impacted waters (if applicable):

Any fish killed? ☐ Yes ☐ No Any ongoing investigation? ☐ Yes ☐ No

Were health warnings posted? ☐ Yes ☐ No If yes, provide health warning/closure posting/details:

Were samples of impacted waters collected? ☐ Yes ☐ No
If YES, select the analyses: ☐ DO ☐ Ammonia ☐ Bacteria ☐ pH ☐ Temperature ☐ Other:

Recommended corrective actions: (check all that apply and provide detail)
☐ Clean line again ASAP:
☐ CCTV:
☐ Re-CCTV:
☐ Additional work:
☐ Cleaning schedule change:
☐ Cleaning method change:
☐ Fog investigation:
☐ Repair line segment:
☐ Replace line segment:
☐ Repair or replace M/H, C/O or vault
☐ R&R AirVac or blow-off
☐ Additional comments:

List all agency personnel involved in the response including name, title and their role in the response:

Name	Title	Role

F. NOTIFICATION DETAILS (if applicable)

CalOES contacted date/time: Control Number: Spoke to:

G. RECOMMENDED FOLLOW-UP ACTIONS TO PREVENT FUTURE OCCURRENCES

CURRENT PM FREQUENCY: DATE OF LAST PM:

RECOMMENDED ACTIONS: ☐ CCTV ☐ RE-RUN CCTV ☐ CHANGE CLEANING SCHEDULE
☐ REPAIR LINE SEGMENT ☐ REPLACE LINE SEGMENT ☐ OTHER (describe):

NOTES:

Place completed form in Sewer Backup Envelope and follow routing instructions.

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Sanitary Sewer Overflow Response
Collection System Failure Analysis

OP-3

To be completed by the Sewer System Supervisor or Sewer Operations Manager

Incident Report #		Prepared By	
SSO/Backup Information			
Event Date/Time	Address		
Volume Spilled	Volume Recovered		
Cause(s)			
Summary of Historical SSOs/Backups/Service Calls/Other Problems			
Date	Cause(s)	Date Last Cleaned	Crew
Records Reviewed By		Record Review Date	
Summary of CCTV Information			
CCTV Inspection Date		Inspection Tape Name/Number	
CCTV Inspection Tape Reviewed By		CCTV Review Date	
Observations			

Recommendations	
	No Changes or Repairs Required
	Maintenance Equipment
	Maintenance Frequency
	Repair (Location and Type)
	Add to Capital Improvement Rehabilitation/Replacement List: ☐Yes ☐ No
Sewer Systems Supervisor Review Date	
Sewer Operations Manager Review Date	

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MISC

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jurupa
COMMUNITY SERVICES DISTRICT

On (date) _____, at (location)

_____,
we responded to a reported blockage of the sanitary sewer service to your property.

We discovered a blockage in:

- ☐ The JCSD sanitary sewer main and cleared the line. If you are still experiencing sewer trouble after the JCSD main line sewer was cleared, please re-contact our office.
- ☐ Your sanitary sewer lateral, which is your responsibility to maintain.

If you require assistance to clear your lateral you can look in your telephone book under "Sewer Contractors" or "Plumbing Drains & Sewer Cleaning". If you plan to hire a contractor we recommend getting estimates from more than one company. We also recommend hiring an IICRC-certified contractor. Refer to www.iicrc.org.

Jurupa Community Services District representative notes: _____

_____

_____

Jurupa Community Services District Representative:

_____

For questions or comments, please call

Jurupa Community Services District
(951) 685-7434

jurupa
COMMUNITY SERVICES DISTRICT

On (date) _____, at (location)

_____,
we responded to a reported blockage of the sanitary sewer service to your property.

We discovered a blockage in:

- ☐ The JCSD sanitary sewer main and cleared the line. If you are still experiencing sewer trouble after the JCSD main line sewer was cleared, please re-contact our office.
- ☐ Your sanitary sewer lateral, which is your responsibility to maintain.

If you require assistance to clear your lateral you can look in your telephone book under "Sewer Contractors" or "Plumbing Drains & Sewer Cleaning". If you plan to hire a contractor we recommend getting estimates from more than one company. We also recommend hiring an IICRC-certified contractor. Refer to www.iicrc.org.

Jurupa Community Services District representative notes: _____

_____

_____

Jurupa Community Services District Representative:

_____

For questions or comments, please call

Jurupa Community Services District
(951) 685-7434

Overflow Emergency Response Plan
Public Posting

DANGER

RAW SEWAGE • AVOID CONTACT

PELIGRO

AGUA CONTAMINADA • EVITE TODO CONTACTO

For more information **Para mas informacion**

Jurupa Community Services District

(951) 685-7434

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How a Sewer System Works

A property owner's sewer pipes are called ***service laterals*** and are connected to larger local main and regional trunk lines.
Service laterals run from the connection at the home to the connection with the public sewer. These laterals are the responsibility of the property owner and must be maintained by the property owner.

Is my home required to have a backflow prevention device?

Section 710.1 of the Uniform Plumbing Code (U.P.C.) states: *"Drainage piping serving fixtures which have flood level rims located below the elevation of the next upstream manhole cover or private sewer serving such drainage piping* ***shall*** *be protected from backflow of sewage by installing an approved type of backwater valve."* The intent of Section 710.1 is to protect the building interior from mainline sewer overflows or surcharges.

Additionally, U.P.C. 710.6 states: *"Backwater valves* ***shall*** *be located where they will be accessible for inspection and repair at all times and, unless continuously exposed, shall be enclosed in a masonry pit fitted with an adequately sized removable cover."*

If you have a sewage spill from your private sewer line that impacts storm drains, waterways or public property, contact:

Jurupa Community Services District
(951) 685-7434

Riverside County
Department of Environmental Health
(951) 358-5316

California Health and Safety Code, Sections 5410-5416 requires:

- No person shall discharge raw or treated sewage or other waste in a manner that results in contamination, pollution, or a nuisance.
- Any person who causes or permits a sewage discharge to any state waters:
  - Must immediately notify the local health agency of the discharge.
  - Shall reimburse the local health agency for services that protect the public's health and safety.
  - Who fails to provide the required notice to the local health agency is guilty of a misdemeanor and shall be punished by a fine (between $500–$1,000) and/or imprisonment for less than one year.

Santa Ana Regional
Water Quality Control Board
(951) 782-4130

Requires the prevention, mitigation, response to, and reporting of sewage spills.

California Governor's Office of Emergency Management (CalOES)
800.852.7550

California Water Code, Article 4, Chapter 4, Sections 13268-13271 & California Code of Regulations, Title 23, Division 3, Chapter 9.2, Article 2, Sections 2250-2260 require:

- Any person who causes or permits sewage in excess of 1,000 gallons to be discharged to state waters shall immediately notify the Office of Emergency Services.
- Any person who fails to provide the notice required by this section is guilty of a misdemeanor and shall be punished by a fine (less than $20,000) and/or imprisonment for not more than one year.

Jurupa COMMUNITY SERVICES DISTRICT

Sewer Spill Reference Guide

Your Responsibilities as a Private Property Owner

Provided to you by:

Jurupa Community Services District

11201 Harrel Street
Jurupa Valley, CA 91752

(951) 685-7434

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How do sewage spills happen?

Sewage spills occur when the wastewater in underground pipes overflows through a manhole, cleanout, or broken pipe. Most spills are relatively small and can be stopped and cleaned up quickly, but left unattended they can cause health hazards, damage to homes and businesses, and threaten the environment, local waterways, and beaches.

CAUTION!

When trying to locate a sewer problem, never open manholes or other public sewer structures. Only our crews are allowed to open & inspect these structures.

Common causes of sewage spills

- Grease build-up
- Tree roots
- Broken/cracked pipes
- Missing or broken cleanout caps
- Undersized sewers
- Groundwater/rainwater entering the sewer system through pipe defects and illegal connections
- Vandalism

Prevent most sewage backups with a Backflow Prevention Device

This type of device can help prevent sewage backups into homes and businesses. If you don't already have a Backflow Prevention Device, contact a professional plumber or contractor to install one as soon as possible.

Protect the environment!

If you let sewage from your property discharge to a gutter or storm drain, you may be subject to penalties and/or out-of-pocket costs for clean-up and enforcement efforts. A property owner may be charged for costs incurred by agencies responding to spills from private properties.

What to look for:

Sewage spills can be a very noticeable gushing of water from a manhole or a slow water leak that may take time to be noticed. Don't dismiss unaccounted-for wet areas. Look for:

- Drain backups inside the building.
- Wet ground and/or water leaking around manhole lids onto your street.
- Leaking water from cleanouts or outside drains
- Unusual odorous wet areas: sidewalks, external walls, ground/landscape around a building.

The following are indicators of a possible obstruction in your sewer line:

- Water comes up in floor drains, showers or toilets.
- Toilets, showers or floor drains below ground level drain very slowly.
- Water is flowing out of a private clean-out.

What to do if there is a spill:

Immediately notify the Jurupa Community Services District. Our crews locate the blockage and determine if it is in the public sewer; if it is the crew removes the blockage and arranges for cleanup.

If the backup is in your private internal plumbing or in the private service laterals, you are required to immediately:

- Control and minimize the spill by shutting off or not using the water
- Keep sewage out of the storm drain system using sandbags, dirt and/or plastic sheeting
- Call a plumbing professional to clear blockages and make repairs as needed. Look in the yellow pages under "Plumbing Drain & Sewer Cleaning" or "Sewer Contractors."
- Always notify your sewer/public works department or public sewer district of sewage spills.

Spill cleanup inside the home:

For large clean ups, a professional cleaning firm should be contacted to clean up impacted areas, You can locate local firms by looking in the Yellow Pages under "Water Damage" or "Fire Damage." If you hire a contractor, it is recommended to get estimates from more than one company. It is also recommended that you hire an IICRC-certified contractor. Refer to www.iicrc.org. Sometimes, homeowner's insurance will pay for the necessary cleaning due to sewer backups. Not all policies have this coverage, so check with your agent.

If you decide to clean up a small spill inside your home, protect yourself from contamination by observing the following safety measures. Those persons whose resistance to infection is compromised should not attempt this type of clean up.

Other Tips:

- Photograph and/or video all damage
- Keep children and pets out of the affected area until cleanup has been completed.
- Turn off heating/air conditioning systems
- Wear rubber boots, rubber gloves, and goggles during cleanup of the affected area.
- Discard items that cannot be washed and disinfected (such as: mattresses, rugs, cosmetics, baby toys, etc.)
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process with fans, air conditioning units, and dehumidifiers.
- After completing cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow the water to cool before washing your hands) OR use water that has been disinfected (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 min. If water is cloudy, use ¼ teaspoon of household bleach per 1 gallon of water.
- Wash clothes worn during cleanup in hot water and detergent (wash apart from uncontaminated clothes).
- Wash clothes contaminated with sewage in hot water and detergent. Consider using a Laundromat until your onsite wastewater system has been professionally inspected and serviced.
- Seek immediate attention if you become injured or ill.

Spill cleanup outside the home:

- Keep children and pets out of the affected area until cleanup has been completed.
- Wear rubber boots, rubber gloves, and goggles during cleanup of affected area.
- Clean up sewage solids (fecal material) and place in properly functioning toilet or double bag and place in garbage container.
- After cleanup, wash hands with soap and water. Use water that has been boiled for 1 minute (allow to cool before washing your hands) OR use water that has been disinfected (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 min. If water is cloudy, use ¼ teaspoon of household bleach per 1 gallon of water.
- Wash clothes worn during cleanup in hot water and detergent (wash apart from uncontaminated clothes).
- Wash clothes contaminated with sewage in hot water and detergent. Consider using a Laundromat until your onsite wastewater system has been professionally inspected and serviced.
- Seek immediate attention if you become injured/ill.

Attachment E6-B: Sewer Department Standard Operating Procedures for Sewer Lift Station Failure

SEWER DEPARTMENT

STANDARD OPERATING PROCEDURES

FOR

LIFT STATION

MALFUNCTIONS

EFFECTIVE DATE:
JUNE 5, 2019

Jurupa Community Services District
Standard Operating Procedures for
Lift Station Malfunctions

Introduction

Jurupa Community Services District (District) owns and operates eleven (11) lift stations of various sizes, flow rates and configurations. Occasionally, malfunctions occur at the lift stations that require a response from the Sewer Department staff. The purpose of this document is to establish standard operating procedures for responding to lift station malfunctions. This document is organized into sections that provide a quick reference guide on how to respond to malfunctions at the District's lift stations.

Notification of Malfunctions

District staff has a number of means by which they may become aware of a malfunction at a lift station.

1) SCADA System Notification via Pager or Email – The District operates a SCADA system that continuously monitors the operation of the District's lift stations. If a malfunction occurs at one of the District's lift stations, two SCADA computers send out concurrent alarms to the District's sewer pagers and Smartphones via the internet and dial-up connections. The pager message provides a detailed text message that identifies the location of the alarm and a description of the alarm condition (i.e. Regional Lift Station: Pump 1 Failure). The District's Sewer System Supervisor, Sewer Foreman, Sewer Pump Maintenance and Sewer Duty Operator are all notified of the alarm condition.
2) SmartCover or Mission Communications Alarm – The lift stations also have an independent remote alarm system that will detect an elevated level in the wetwell or upstream manhole that is indicative of a problem at the lift station. The alarms are sent to the Smartphones and Pagers of the staff that receive SCADA Alarms.
3) Observation of Malfunctions During On-site Inspection – Occasionally an operator may notice malfunctions that have not activated a SCADA alarm. These type of malfunctions may be a vibration in a pump or motor, a leaky pipe or air vac, or excessive packing leakage.
4) Report of Malfunction from Public – Occasionally, the public may report a problem, such as a leak in the street that turns out to be a leaky force main.

Response to Malfunctions

Regardless of the type of malfunction the following procedures should be followed:

1) Notify the Sewer Foreman of the problem. The Foreman will notify the Sewer Supervisor or Sewer Operations Manager immediately if the problem is serious. The Foreman may also consult with the Sewer Pump Maintenance Technician if necessary.
2) Verify the problem. If the notice came from the SCADA, SmartCover or Mission Communications System or from the public, a site visit is warranted.
3) Evaluate the problem. Try to determine the cause and severity of the problem. Determine the resources necessary to resolve the problem and advise the foreman of the resources necessary. It should be noted that each operator must remain within their own expertise level in the evaluation process. The operator must not go beyond a safe operating level. For instance, the operator should not attempt to evaluate an electrical system malfunction unless they have the proper PPE, equipment and training. The operator should not enter any confined spaces until it is safe and they have the staff and equipment to enter following District Confined Space Program procedures.
4) Implement the plan to resolve the malfunction.
5) Test the system to ensure the repairs were effective.
6) Report the repairs verbally and on a written work order.

Types of Malfunctions

There are numerous types of malfunctions that may occur at lift stations; some of the more common types of malfunctions will be addressed here:

1) Power Failures – Power failures are always a potential problem at a lift station and they must be addressed immediately. The District's major operational lift stations, Regional, River Road, Florine, Linares, Clay/Van Buren Lift Stations are all equipped with permanent generators that automatically start in the event of a power failure. The Chandler and Hamner Lift Stations, both standby lift stations, are also equipped with permanent generators. Two lift stations, Lakeside and 44th Street Lift Stations automatically overflow to the downstream sewer in the event of a power failure and require no back-up power. The remaining two lift stations: Sky Country 2, Cliff Valley Lift Stations require portable generators for power when Edison fails. When the power fails at one of these lift stations, the District's Lift Station Power Failure Procedures (attached) must be followed.
2) Electrical System Malfunctions – If the power is on, but the pump or equipment won't start, then an electrical system malfunction may be the cause. The operator is authorized to check the basic controls, such as the position of the Hand/Off/Auto switch, the circuit breakers and overload resets, but is not trained to work on the electrical system. If checking the basic controls does not correct the problem, then a qualified industrial electrician from JCSD Staff or Contractor should be called to the site to evaluate and correct the problem.

3) Pump and Equipment Failures – Pump and equipment failures are also a condition that may occur at lift stations. All of the District's lift stations are designed with a spare pump. For example if one pump can handle the full pumping capacity of the lift station, then two pumps are installed and ready for service. If two pumps are required, then three pumps are installed. Despite this redundancy, it is important that pump malfunctions be corrected in a timely manner. When possible, it is best to replace a pump that may be out of service with a spare unit. For the District's most critical lift stations (high flow), the District attempts to maintain an additional spare motor and pump. When a pump malfunction does occur it is critical that the repairs are completed as soon as possible. Normally, when significant pump failure occurs, the unit is sent to a pump repair shop for repair. District staff repairs minor problems. Staff should refer to equipment operation and maintenance manuals that are kept in the foreman's office for specific instructions on each piece of equipment
4) Sewer Force Main Failures – When a sewer force main or the appurtenances attached to them fail, it is usually an emergency condition, because a Sanitary Sewer Overflow (SSO) is usually involved. Experience and judgment are critical in these situations and the Foreman and Supervisor should provide leadership in the decision making process. Depending on the severity and location of the problem, measures must be taken to correct the problem and minimize the SSO. If the problem is a leaky air vac or blow-off the immediate solution would be to turn-off the valve that supplies the air vac and repair the air vac. If the force main is ruptured, then it may be necessary to shut down the lift station and set-up bypass pumping systems. If a minor leak occurs on the force main it may be best to put a repair band on the pipe until a more permanent repair can be made under planned circumstances. Whatever the solution, care must be exercised to contain and minimize any SSO according to the District's Sanitary Sewer Overflow Emergency Response Procedures.

Appendix

1) Sewer Lift Station Power Failure Procedures
2) Sewer Lift Station Location Summary Table
3) Sewer Lift Station Operational Narrative Descriptions

Jurupa Community Services District
Lift Station Power Failure Procedures
(Portable Generators)

1. Determine if Edison's (SCE) power supply to the lift station has failed.
    - Check to be sure power is off.
    - Check Main Breaker to be sure it has not tripped.
    - Observe surrounding community for power.
2. If power is out, notify SCE of power outage. Phone: 1-800-611-1911
    - Be prepared to give the address of the affected lift station.
        - Sky Country 2 - 5250 Rigel, 91752
        - Cliff Valley – 5645 Cliff Valley, 92509
        - Florine - 3564 Florine, 92509 (Permanent Generator)
        - Linares – 8170 Linares (Permanent Generator)
        - Clay and Van Buren - 6635 Clay (Permanent Generator)
        - Regional Lift - 10124 Limonite (Permanent Generator)
        - River Road Lift Station – 14688 River Road (Permanent Generator)
        - Chandler – 14087 Chandler St. (Standby Lift Station - Permanent Generator)
        - Hamner – 7302 Hamner Ave. (Standby Lift Station - Permanent Generator)
    - Ask SCE representative for estimate of time for restoration of service.
3. If service will be interrupted for an extended period of time, or if no estimate of the length of time until service will be restored can be acquired, prepare to use a stand-by generator.
4. Determine which generator will be necessary to power the affected lift station.
    - 100 KW Generator with Meltric Plug
        - Sky Country 2 Lift Station (Rigel)
        - Cliff Valley Lift Station

5. Check the fuel, oil, and coolant levels before starting the unit. Make sure the main breaker is off and test run the unit before leaving for the job site. Check the trailer lights and connections before traveling on a highway.

6. Upon arrival to the lift station confirm that the power failure is still in progress.

7. Turn the lift station's Main circuit breaker and the individual pump circuit breakers to the off position. Turn the HOA switches to the off position. Unplug the bubbler pumps if the wetwell level is greater than normal, high water levels often burn up bubbler pumps when power is turned back on.

8. Switch the power transfer switch to the "Generator" position.

9. Plug the generator's power plug into the lift station's receptacle.

10. Confirm that the Generator's Voltage / Phase Selector Switch is in the correct position per the chart below:

230 Volt Single Phase	**230 Volt Three Phase**
Cliff Valley LS	Sky Country 2 (Rigel)

11. Confirm that the Generator's Main circuit breaker is off.

12. Start the generator using the following procedure:
    1. Turn the key to the "Preheat" position until the "Preheat Indicator" glows red.
    2. Turn the key to the start position until generator starts.
    3. Allow the generator to idle at least 2 minutes to warm-up and gain oil pressure.
    4. After warm-up pull "Speed Control Handle" and engage in "Run" position.
    5. Confirm that the voltage is at the proper level and fine tune it as necessary using the "Voltage Adjust" knob. **Caution: Never adjust the "Voltage/Phase Selector Switch" while generator is running.**

13. Turn the generator's Main circuit breaker on.

14. Turn the lift station's Main circuit breaker on.

15. Turn one pump circuit breaker on. Pump may start on float switch system. If not, turn the Pump's HOA switch to the "Hand" position.

16. Check the operation of the generator and pumps. Check the amount of Amps the lift station is using on the Generator's Amp Meter.

17. If the generator is working good and a second pump needs to be started turn the second pump's circuit breaker on and start the pump in "Hand". Recheck the generator's operation.

18. Once the wetwell returns to a normal operating level (by visual inspection) the bubbler pumps can be plugged in again and the pump's HOA switches turned to the "Auto" position.

19. When SCE restores power to the lift station confirm with them the repairs are complete and no further interruptions of service are expected.

20. After confirming that SCE's power supply is reliable begin the process of transferring power back to SCE's supply. Follow the following procedure:

1. Turn the pump HOA's to the "Off" position.
2. Turn the pump circuit breakers off.
3. Turn the lift station's main circuit breaker off.
4. Turn the generator's main circuit breaker off.
5. Return the generator to the "Idle" position. **Do Not Turn Off!**
6. Switch the lift station's transfer switch to "SCE".
7. Turn lift station's main circuit breaker on.
8. Turn pump circuit breakers on.
9. Turn pump HOA switches to Auto.
10. Check lift station for proper operation.

21. After a minimum of 5 minutes at idle speed, turn the generator off.

22. Unplug the generator's power cord from the lift station and store it properly.

23. Secure the lift station and return the generator to Headquarters. Check fuel, oil and coolant before storing the unit for future use.

Jurupa Community Services District

Lift Station Descriptions

Riverside Area Lift Stations

Regional Lift Station – The Regional pumps approximately 2.85 MGD of wastewater from the Riverside Treatment Zone to the City of Riverside Treatment Plant. The Lift Station has three dry- well type pumps that individually pump 2,600 GPM, or 3,500 GPM with two pumps running. One pump is used as a standby pump. The facility has an emergency standby generator and a Bioxide infection system for odor and corrosion control.

The Regional Lift Station is also the site of the Regional Lift Station Storage Ponds that have a separate lift station to divert flow to concrete water-proof storage basins during emergency conditions or lift station maintenance. The Pond System is integrated to the Regional Lift Station so the systems can work together to divert and return flows.

Sky Country 2 Lift Station – Sky 2 pumps approximately 0.025 MGD of wastewater from the Sky Country Tract to the gravity sewer collection system that flows to WRCRWA. The station has two submersible type pumps that pump at a rate of 250 GPM. Two pumps alternate operation.

Clay and Van Buren Lift Station - Clay and Van Buren normally pumps approximately 0.010 MGD from the sewer users South of the railroad crossing on Clay Street to the Regional Lift Station Force Main that flows to the City of Riverside Treatment Plant.

Linares Lift Station – Linares normally pumps and gravity flows 0.25 MGD of wastewater to the Collection System on Limonite Avenue or to the Regional Lift Station Force Main. The station has two wet-well type pumps that are rated at 500 GPM and one acts as a stand-by pump.

Lakeside Lift Station – Lakeside is a dual submersible pump type lift station that used to pump wastewater to the Indian Hills Water reclamation Facility, but now pumps to the gravity collection system or overflows to the gravity collection system on Limonite that flows to the Regional Lift Station.

Florine Lift Station - Florine Lift Station pumps approximately 0.025 MGD with two 250 GPM submersible pumps that alternate operation. The station pumps the wastewater from the site to 34th Street where it gravity flows to the Regional Lift Station.

44th Street Lift Station – 44th Street is a small submersible pump lift station that lifts the wastewater over a storm drain channel that significantly conflicted with the grade of the sewer. If the station fails to operate, the wetwell fills up and overflows to the gravity sewer.

Cliff Valley Lift Station – Cliff Valley is a small submersible lift station that serves a small amount of homes in the vicinity and pumps the wastewater to the collection system on 56th Street. The lift station flows are low enough that the flow can be kept up with a few vactor loads per day or setting up a portable generator. Due to the proximity to Pyrite Creek it is important to not allow the lift station to overflow.

Eastvale Area Lift Stations

River Road Lift Station – The River Road Lift Station is the District's newest lift station and is located adjacent to the Western Riverside County Regional Wastewater Authority (WRCRWA) Treatment Plant on River Road. The lift station pumps approximately 2.3 MGD of wastewater from the Eastvale Area to the headworks of the treatment plant. The wastewater flows through a grinder and a diversion structure to the wetwells. The lift station is equipped with three separate self-cleaning wetwells with two vertical turbine pumps each. Currently, only two of the wetwells are equipped with pumps and the third is for future expansion. The lift station is also equipped with an emergency back-up generator and automatic sampling equipment.

Chandler Lift Station – The Chandler Lift Station was originally designed to pump wastewater from the Eastvale area to the Brine Line prior to the completion of the River Road Lift Station. The lift station is equipped with two submersible pumps with a combined capability of 1800 GPM and a back-up generator. Currently, the lift station is in standby mode as an emergency back-up in the event that the River Road Lift Station or the WRCRWA Treatment Plant malfunctions. In the event of an emergency, the wastewater would be diverted into the wetwell by operating the diversion gates in the upstream manhole of the lift station wetwell. The lift station would activate and automatically pump the wastewater to the Brine Line.

Hamner Lift Station – The Hamner Lift Station was originally designed to pump wastewater from the Eastvale area to the Brine Line prior to the completion of the River Road Lift Station. The lift station is equipped with two submersible pumps with a combined capability of 1100 GPM and a back-up generator. Currently, the lift station is in standby mode as an emergency back-up in the event that the River Road Lift Station or the WRCRWA Treatment Plant malfunctions. In the event of an emergency, the wastewater would be diverted to the wetwell by opening the sluice gate on Chandler Street upstream of the wetwell and closing the downstream sluice gate on Chandler Street, West of Archibald. The lift station would activate and automatically pump the wastewater to the Brine Line.

Attachment E6-C: Sanitary Sewer Overflow Standard Operating Procedure for Sampling

SSO SAMPLING PROCEDURES

Should a Sanitary Sewer Overflow (SSO) event occur within any of the wastewater enterprise collection systems, including JCSD, WMWD, WRCRWA, WWRF, and the SAWPA Inland Empire Brine Line, the following sampling procedures are to be initiated:

Liquid Sampling Procedures

Sampling Constituent

Fecal Coliform shall be the sampling constituent for all SSOs originating from the WRCRWA or WWRF collection systems that reach any drainage systems, storm water systems, or any secondary flowing tributary that has the potential for reaching the Sana Ana River. Any samples for SSOs originating from the Brine Line System shall include the pollutants listed in the following table:

After an SSO, samples must be taken and tested for the following parameters:

Pollutant	Method	Holding time	Type of container	Preservation2	Minimum Volume req.
TDS	Field measured	N/A	N/A	N/A	N/A
pH	Field measured	N/A	N/A	N/A	N/A
VSS	160.4	7 days	HDPE	None	1 liter
TSS	SM 2540	7 days	HDPE	None	1 liter
Oil and Grease	SM 5520B	28 days	Amber(grab only)	H_2SO_4	500 ml
BOD	SM 5210B	48 days	HDPE	None	1 liter
COD	SM 5220D	28 days	Glass	H_2SO_4	100 ml
Metals	EPA 200.7	180 days	HDPE	HNO_3	100 ml
Total Coliform1	SM 9221B,9223	8 hours	Plastic, glass3	$Na_2S_2O_3$	100 ml
Fecal Coliform1	SM 9221B,9223	8 hours	Plastic, glass3	$Na_2S_2O_3$	100 ml
Pesticides1	EPA 608	7 days	Amber (Teflon Lined cap)	None	1 liter

1 Sampling of these pollutants only for SSOs on Reach 4D, 4A lower, and 4B lower.

2 All samples must be delivered to lab at a temperature of 4°C.

3 Container must be sterilized.

Sample Locations

For any wastewater spill originating from the sewer collection system or lift station that has a potential for reaching the Santa Ana River, drainage, or any storm water system, the following sample locations shall be used:

Secondary Tributary Locations (storm water channels)

1. Any secondary flowing tributary [that may reach the Santa Ana River] that wastewater flow enters, one (1) up stream sample and one (1)

downstream sample shall be collected as early into the spill event as possible. These samples shall be collected at a distance of 100 feet upstream and downstream from the spill location. ()

2. Staff will need to estimate the flow of the tributary receiving water [make your best guess or measure if possible]. This can be accomplished utilizing the timing of a floating object.
3. Staff will need to determine if any downstream tributaries will enter the sampled tributary within the 100 feet downstream of the event. If this occurs, one (1) sample will need to be collected upstream of each tributary prior to its entering the tributary contaminated by the spill event.
4. A diagram of all sample collection points shall be created that identifies all sample points during the spill event.
5. Samples shall be collected for five (5) consecutive days following the spill event for each sample collection point.

Santa Ana River Locations

1. Any time wastewater flow from a spill event enters the Santa Ana River, one (1) up stream sample and one (1) downstream sample shall be collected as early into the spill event as possible.
2. One (1) sample shall be collected from the spill stream prior to its entering the Santa Ana River.
3. A diagram of all collection points shall be created that identifies all sample points during the spill event
4. Samples shall be collected for five (5) consecutive days following the spill incident for each sample collection point.

Sample Labeling

Documentation of every grab sample collected shall contain the following information:

1. Sample source
2. Sample location
3. Date of collection
4. Name of the sampler

It is also important to identify ambient weather conditions if those conditions may impact the sampling process [wind or rain as examples].

Sample Collection Procedures

SSOs by their very nature can have severe environmental impacts without proper spill management. One of the management tools for mitigating an SSO is the use of sampling to determine the area(s) affected by the spill. This sampling is for microbiological organisms that are typically found in raw sewage (*i.e.*, Fecal

coliform and total coliform). Proper microbiological sampling techniques must be used to ensure that the sample is representative of the contaminated area(s). These samples will be used to develop and implement mitigation measures to insure an effective cleanup is accomplished.

Note: As a precursor to any wastewater sampling, be sure all required vaccinations (such as hepatitis and/or tetanus) are current.

The following steps are required when taking a microbiological sample originating from an SSO:

1**.** Select the sample site(s)**.** The sample point(s) are to be one upstream of the spill, if flowing water is present and others are strategically selected downstream to determine how far the spill has traveled. The samples must be taken from the flowing water and not from pooled water. If entry into the stream, storm drain, storm channel, or waterway is necessary to take the sample, then take the sample from the flowing water that is upstream of the entry point and where the individual is standing. The number of downstream samples will be dependent upon the size of the spill, topography of the spill area, accessibility to sample sites, and employee safety.

If you have any questions about the sample site, please contact your supervisor.

2. Use only the sample bottles provided by the contract laboratory. The E. coli and fecal coliform tests require special sample containers that contain a preservation agent. These bottles **must not** be rinsed prior to sampling. Take several bottles for the sampling event; enough for all upstream and downstream sampling.

3. Use disposable protective gloves. Since the sampling is due to an SSO, disposable latex or nitrile gloves must be worn as an appropriate PPE. The gloves must be changed between every sample. The same pair of gloves cannot be worn for all the samples taken as this increases the risk of contamination and sample invalidation.

4. Facial protection. If there is a risk of the SSO material splashing onto the face during the sample event, then appropriate facial protection must be worn, *e.g.* full-face shield, dust/mist mask, and safety goggles.

5. Do not open the sample bottle until ready to take the sample. Premature opening of the sterile sample bottle could introduce contamination and invalidate the sample.

6. Select a point at the sample site that is representative and well mixed. The main point of the sampling is to determine the extent and impact of the spill and the effects of the cleanup.

7. Uncap the bottle. As you perform this task, hold the container near the base and be sure not to put your finger(s) inside of the sample container or on the underside of the lid. Do not set the sample container down once opened. Any of these actions can contaminate the sample.

8. Obtain the sample**.** Carefully dip the sample container in the water flow and fill the container, leaving about ½ inch of space at the top of the container. Remember do not pre-rinse the container and be careful not to overfill or splash out the contents of the sample container.

9. Replace the cap immediately. Be certain the cap is sealed properly and tightly and check for leaks. If you drop the sample container before the cap is sealed, discard the sample and take another sample with a new sample container using Steps 1-6.

10. Label the sample container. Use a sample label and write:
    a. Date
    b. Time
    c. Location, be as specific as possible
    d. Name of person taking the sample

11. Complete the laboratory submittal form. The form may be completed upon return to the laboratory or completed in the field and submitted to the laboratory with the sample.

12. Place the sample in an ice chest with ice for transportation to the laboratory. The temperature in the ice chest must be maintained below 4˚C, but not to freezing.